

Big Island Substance Abuse Council

Position Description

Print Name: _____

Title: Quality Assurance Manager
Reports to: Director of Operations and CEO
Department: Keaau
Status: Exempt

Last Reviewed: 11/15/23,9/13/24

POSITION SUMMARY	
Responsible for the collection, organization, and preparation of data for local, state, and federal contractual requirements such as CARF and ADAD. Collect, organize, and prepare data and statistical summaries for BISAC departments and other entities as needed. Data such as surveying clients, stakeholders, and communities to enhance quality of care and services.	
POSITION QUALIFICATIONS	
Minimum Education	Bachelor's degree in behavioral health or education, business, with one (1) year of experience in the field or 3 or more years of behavioral health experiences or business management, collecting data etc.
Required Certification/Registration	Basic Life Support: Adult CPR and First Aid; TB Annually; CPI Annually; Valid Hawaii State Driver's License
Equipment Used	Agency assigned computer, fax machine, Xerox machine, scanner, multi-line telephone, cellular phone, DVD/VCR machine, tape recorder, use of agency vehicle
Working Environment	Indoors, well-lit, ventilated, or air-conditioned work areas. Exposure to infectious disease is a risk. Noise level in the environment is usually moderate. Verbal/physical assault is a medium risk.
Physical Requirements	<ol style="list-style-type: none">1. See attached "Expected Physical Activities"2. Frequent reading of printed materials is essential.3. Listening skills are necessary to effectively respond to staff, funding sources and clients.4. Writing skills are necessary to accurately document and maintain filing system as needed.
RESPONSIBILITIES	
1. Develop a quality assurance plan that is aligned with the existing plan.	
2. Work closely with DOO to ensure quality care is provided in each department.	
3. Assist the CEO in tracking grant data for reporting and grant purposes and researching grants BISAC may qualify for when designated.	

4. Work closely with upper management in developing a system to track contracts and ensure every department meets each benchmark and complete and develop reports.
 5. Collect data via surveys from clients on their treatment and care. Create a report with findings and corrective action plans. Also survey stakeholders on BISAC services. Create a database to track surveys.
 6. Review all referrals for services, evaluate gaps and make recommendations to management team to strengthen referral partners.
 7. Maintains and distributes a daily client census (i.e. DOT sheet) for all services within the detox and treatment continuum.
 8. Responsible for maintaining an accurate permanent register of all clients in all services and listing the billable days of detox and treatment received.
 9. Produces monthly census reports for the BISAC continuum of care and social detoxification services and client flow charts outlining through their treatment course according to funding source and modality and ensures this is done in a timely fashion.
 10. Tracks completion of department's client outcome follow-ups by clinical staff, enters outcome data into ADAD's Data Entry System, and produces summary reports of client outcome data following their treatment.
 11. Assist and support clients' needs in working with community resources in meeting and achieving clients' service needs. Provide support to clients throughout treatment and after treatment. Create a program with SA & MH Director in after care home visits to assist with continued services and stabilizing in the community.
 12. When designated, attend community meetings to strengthen community partners and referrals. Stay relative and current with community needs and trends while providing feedback and training to agency leaders.
 13. Responsible for collecting data and prepares monthly, quarterly, and annual reports, for DOO/CEO.
 14. Responsible for ensuring full compliance with all State, Federal and accreditation standards.
 15. Assist with other duties as assigned.
- REQUIREMENTS**
16. Demonstrate an understanding of the nature of substance use, abuse and alcoholism/addiction and co-occurring disorders.
 17. Provide documentation of client progress and activity within 48 hours.

18. Demonstrate a basic understanding of organizational and administrative skills, and a working knowledge of the functions and operations of a human services agency.
19. Demonstrate an understanding of the current Federal and State laws governing the issues of confidentiality to include HIPAA (Health Insurance Portability Accountability Act, 1996) laws and 42CFR .
20. Possess advanced computer skills and strong written & oral communication skills.
21. Adherence to BISAC's Code of Ethics, Employee Handbook Policies and Procedures.
22. Project a professional manner in conduct, dress, and language at all times. Maintain a professional relationship with consumers, ensuring boundaries and ethics are always adhered to.

I acknowledge that I have read and understand my job duties and what is expected of me.

Employee Signature

Date

Human Resources Signature

Date

*I have received a copy of the position description. _____ (please initial)