



Director of Quality Improvement & Data Management

Introduction

LifeBridge Community Services (LCS) is seeking an experienced candidate to play a key role in establishing a quality improvement and data management program.

The candidate selected for the Director of Quality Improvement and Data Management (QI/DM) position will create the infrastructure for the program working in collaboration with the senior management team. Within 18 months, the QI/DM Director will prepare the agency to transition to CARF accreditation for selected programs and track year one outcomes and output measures for the Behavioral Health and Urban Scholars Programs.

Job Purpose/Function

As the CEO's designee, the Quality Improvement & Data Management Director position assumes day-to-day responsibility for providing senior team executives with support in the following areas: 1) process improvement, 2) agency-wide accreditation preparedness, 3) data management, and 4) data analysis.

Evidence that the incumbent's performance meets expectations includes at minimum: 1) LCS achieves CARF certification and meets all regulatory requirements, 2) all LCS staff members understand how their role contributes to meeting CARF standards and regulatory requirements and execute their responsibilities accordingly, 3) the data elements for business planning and operations are accurate and organized to answer programmatic and operational questions in a quick and timely manner, and 4) coherent and logical narrative reports are produced to facilitate management's decision-making.

Quality Improvement Responsibilities

- Oversees the development and coordination of agency's accreditation readiness program. Tasks may include but are not limited to: filing for the survey; providing annual updates to the accrediting body; coordinating all aspects of the survey visit; partnering with the management team to prepare and implement yearly accreditation work plans; providing and/or arranging for training on the accreditation process for staff; and serving as the agency's point of contact with the accrediting body.
- Takes the lead in organizing the executive team's quality improvement workgroup helping department heads to define and achieve annual Continuous Quality Improvement (CQI) initiatives. Produces periodic reports for the Board of Directors and serves as staff support to assigned board committees.
- Supports management in completing and implementing policies and procedures to improve operations.

- Develops and tracks the agency-wide master compliance calendar to demonstrate conformance with agency, regulatory and accrediting standards. Prepares reports for submission to the Board of Directors Risk Management committee as required.
- Tracks incidents and grievances and works with management to ensure that timely and accurate written responses are completed and forwarded to the appropriate regulatory organization(s). Develops and regularly submits summary reports to the appropriate board committee on behalf of management.
- Produces monthly and annual data reports with narrative descriptions of outcomes and outputs to be submitted to the Board of Directors.

Data Management Responsibilities

- Works with senior team executives and department heads to establish annual output and outcome targets and tracks the results to describe the health of the agency and each program's impact.
- Works with senior team executives and department heads to assess the data needs required to gain insights into the programs and operations. Develops and implements plans to accurately capture and report data, which may include collaborating with third party software developers.
- Produces reports that display and communicate data driven insights that allows senior team executives, department heads, and the Board of Directors to make informed data-driven decisions.
- Conducts periodic research for secondary sources of data needed to support organizational objectives.
- Collects, analyzes, and reports client and stakeholder feedback information, including complaints and grievances, and coordinates efforts to improve performance based on these findings.

Education & Experience

- Must have demonstrated experience in conceptualizing and successfully implementing work plans and systems that improve organizational quality and strengthen operations.
- Must be comfortable and have demonstrated capacity in structuring and using data to make data-driven decisions.
- Must have strong interpersonal skills, effectively work with other senior managers to carry out the responsibilities described above, represent the agency with external and internal constituencies, participate in discussion with Board members, and support appropriate board committees.
- Must have strong oral and written communications skills with an eye for detail and accuracy and demonstrated experience in developing clear and helpful reports.
- Must have a systems-orientation to ask the right questions, define, collect and verify the data, and facilitate improvement plans, and track outputs and outcomes.
- Must have experience managing direct reports and contractors as well as functions that are carried out through personnel who are not direct reports.

- Must have prior experience leading an organization or department through the accreditation process in the social services industry. Behavioral health experience is preferred and other experience in compliance will be considered.

LifeBridge Community Services is proud to be an Equal Employment Opportunity and Affirmative Action employer. We celebrate diversity and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, age, veteran's status, or any other characteristics protected by law.

Interested candidates should submit a cover letter and resume to:

LifeBridge Community Services, Inc
475 Clinton Avenue
Bridgeport, CT 06605
Attn: Human Resources

or via email to:

HR@LifeBridgect.org