



Clinical Quality Improvement (CQI) Coordinator

Job Description

Work Location:	Broward Behavioral Health Coalition, Inc.
Position Reports To:	Quality Improvement Manager
Exempt / Non-Exempt Status:	Exempt
Position Status:	Full Time
Salary:	\$50,000 (Annually) + Benefits

Position Summary:

The CQI Coordinator assists the Director of Administration and the Quality Improvement Director, under the Quality Improvement Unit, with developing and managing quality improvement initiatives that include evidence-based practice implementation, fidelity evaluation, data, provider support. The CQI Coordinator provides training, technical assistance and guidance regarding CQI to providers and stakeholders related to performance, fidelity, and CQI as needed. The CQI Coordinator supports the overall system of care to promote best practice, high fidelity clinical and recovery support services.

The CQI Coordinator performs administrative, programmatic, and occasionally fiscal monitoring of BBHC's Network service providers. Monitoring includes performance-focused evaluation of management and operational systems to identify strengths and opportunities for improvement, and compliance-focused evaluation of provider activities based on contractual terms and conditions as well as federal and state laws and rules.

General Duties and Responsibilities:

- Scheduling, coordinating, and facilitating Clinical/CQI Committee Meetings
- Prepares, manages, participates in, and facilitates the contract monitoring process. Participates as the team leader.
- Researches and analyzes contracts, statutes, laws, rules, regulations, policies, and other complex written information to identify compliance requirements and/or performance expectations that are applicable to special programs by contracted providers.
- Prepares monitoring tools and devises approaches to assess the performance and compliance of contracted providers.
- Reviews plans, reports, complex documents, records, and transactions to determine performance relative to expectations and compliance with federal and state laws, rules, regulations, procedures, and basic accounting principles and safeguards. Reviews provider documents, conducts interviews, and observes provider facilities.
- Compares requirements and provider performance and draws conclusions about provider's implementation and performance of contract requirements.
- Conducts formal and informal meetings with provider staff and persons served, including entrance and exit conferences.
- Completes, organizes, and maintains monitoring documentation in accordance with unit standards and record retention requirements.
- Gathers information from monitoring sources and incorporates necessary information into a comprehensive narrative monitoring report.



- Prepares correspondence and reports that meet standards for content and style.
- Participates in contract complaints and investigations as requested by the QI Manager.
- Coordinates with staff and subcontractors on monitorings, incidents, complaints, and satisfaction surveys
- Oversee Secret Shopper Initiative
- Assists in tracking and trending CQI data, including reviews of incident reports and client satisfaction surveys and completes tracking logs
- Assists with supporting Evidence Based initiatives and implementation activities that include fidelity evaluation protocols
- Review monthly submission of satisfaction surveys to ensure provider compliance
- Generates quarterly reports for client satisfaction surveys
- Attends BBHC, and additional system of care and community meetings as required
- Manage assignments and any other assigned duties, given by the Director of Administration and Quality Improvement Manager

Experience, Competencies, and Education:

- Master's Degree in one of the Behavioral Health Field professions required
- Professional license in the Behavioral Health Field preferred
- Two years of experience in the Behavioral Health Field
- Knowledge of evidence-based practices, clinical assessment process, treatment planning, outcome measurement and quality management
- Experience writing reports and entering data into excel spreadsheets
- Experience with training, technical assistance, and implementation is preferred

Skills/Abilities/Competencies:

To perform the job successfully, an individual should demonstrate the following:

- Problem Solving – Identifies and resolves problems in a timely manner. Gathers appropriate and relevant information towards positive resolution.
- Oral Communication – Ability to communicate effectively with peers, consumers, management and executive leadership. Excellent interpersonal and team building skills. Must be able to develop strong working relationships with providers and stakeholders throughout the county.
- Written Communication – Can fluently read and write in English. Able to capture salient points in writing, uses correct grammar, writes clearly and succinctly. Can interpret a variety of instructions furnished in written, oral diagram, or schedule form. Also has the ability to draft routine reports and correspondence. Demonstrates accurateness and thoroughness in work tasks and monitors own work to ensure high level of quality.
- Reliable – Can be counted on to be punctual with an acceptable attendance record. Ability to travel throughout the community, as needed. Works independently, can prioritize tasks, and meet deadlines. Follows through on commitments.
- Professionalism – Approaches others in tactful, respectful manner, and works well under pressure. Accepts professional guidance and supervision and accepts responsibility for own actions.



Other Qualifications:

Good health as evidenced by acceptable pre-employment health screening, and ability to function effectively under stressful circumstances, with an acceptable attendance record.

The candidate must be able to develop strong working relationships with providers and stakeholders throughout the county. Approaches others in a tactful and professional manner, reacts well under pressure, follows through on commitments, accepts responsibility for own actions, and treats others with respect regardless of their status/position. Works independently, prioritize tasks, meet deadlines and accept professional guidance and supervision. Demonstrates accurateness and thoroughness in work tasks and monitors own work to ensure high level of quality.

Has a valid driver's license and acceptable driving record. Will consent to background screening processes as required by the State, based on holding this position of special trust to include fingerprint-based search of criminal records in Florida and nationally.

Please send resumes and cover letters to jobs@bbhcflorida.org .