



Continuous Quality Improvement (CQI) Coordinator

Job Description

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

Position Summary:

The CQI Coordinator assists the Director of Quality Improvement, under the Quality Improvement Unit, with managing quality improvement initiatives that include site visits, evidence-based practice implementation, fidelity evaluation, data, and provider support. The CQI Coordinator supports the overall system of care to promote best practice, high fidelity and recovery support services.

General Duties and Responsibilities:

- Conducts site visits and interviews to identify areas in the agency and throughout the provider network that need improvement or technical assistance (TA).
- Uses the respective monitoring and fidelity tools.
- Coordinates with staff and subcontractors on incidents, complaints, and satisfaction surveys.
- Assists with the Secret Shopper Initiative.
- Assists with the investigation and resolution of complaints
- Assists in tracking and trending CQI data, incident reports, client satisfaction surveys and other CQI initiatives.
- Assists with supporting Evidence Based initiatives and implementation activities that include fidelity evaluation protocols.
- Assists with Providers' monitoring.
- Assists with reviewing monthly submission of satisfaction surveys to ensure provider compliance.
- Assists with generating 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 supervisor and BBHC's leadership.

Experience, Competencies, and Education:

- Bachelor's Degree in one of the Behavioral Health Field professions required.
- At least two years of experience in the Behavioral Health Field.
- 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 accuracy 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:

Must be willing to consent to background screening as required by the state based on holding this position and possess a valid driver's license with an acceptable driving record.

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