

**KENNETH YOUNG CENTER  
HUMAN RESOURCES**

**POSITION DESCRIPTION & POSTING**

**CONTINUOUS QUALITY IMPROVEMENT MANAGER**

**Job Scope:** Under the Chief Operating Officer, creates, implements, and supports all aspects of quality improvement activities and initiatives within Kenneth Young Center to improve the quality of services provided to consumers.

**Essential Functions:** The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**I. Duties and Responsibilities**

- A. Demonstrates the highest investment in and commitment to the quality improvement practices of Kenneth Young Center in order to continuously improve the delivery of service to internal and external consumers ; this includes becoming knowledgeable with the agency's CQIR policy and procedures, accreditation standards, best practices, contractual requirements, etc.
- B. Participates in the identification and establishment of meaningful outcome measures of program quality with the directors; assists in establishing efficient mechanisms to collect the data for the measures; works with the directors to drive improvement in the measures.
- C. Proactively helps assess available information to provide analysis of indicators and coordinates, with the COO, action and/or modifications to program approaches when indicators are lagging.
- D. Assists agency staff in analyzing program data in order to create quality improvement action plans.
- E. Assists with establishing standards for and implementing measures of compliance with contractual, regulatory, and accreditation requirements for all programs.
- F. Conducts risk management reviews, incident analysis, etc.with the guidance of the COO.
- G. Assists in the development and implementation of the agency's quality peer review program each fiscal year, including the monitoring, evaluating, and revising of the peer review process for continuous improvement; aids in the development and implementation of quarterly peer and utilization reviews.
- H. Facilitates the comprehensive record review and meetings for case consultations and priority reviews.
- I. Aids in facilitating training in areas of CQIR functional components and other documentation trainings as needed.
- J. Serves as a quality improvement representative of the agency to external organizations/meetings.

K. Performs other related duties as required.

**II. General Competencies**

- A. Be a productive member of the staff
- B. Demonstrate cooperation
- C. Take the initiative to act on own
- D. Use excellent judgment
- E. Communicate clearly
- F. Make use of supervision

**III. Core Competencies**

- A. Computer skills required such as Microsoft Word, Excel, Power Point, and general internet skills; use of computers, and Smart Phones.
- B. Ability to work and facilitate in a team environment
- C. Excellent organizational and multitasking skills
- D. Excellent written and oral communication skills
- E. Maintain records in compliance with standards

**IV. Special Competencies**

- A. Ability to analyze data effectively to produce reports
- B. Collect, validate and compile data
- C. Ability to prioritize tasks, work with a flexible schedule, work independently and be self-directed

**V. Education and Experience**

- A. BA/BS required, MA degree preferred in related field.
- B. 5 years of experience in social services or related field; experience with various state's programmatic system in areas of Department of Aging and other departments as needed. Understanding Managed Care Organizations would be an added benefit.
- C. QMHP preferred for Medicaid programs.
- C. Valid driver's license and acceptable driving record with 25/50/20 auto insurance coverage

**VII. Work Environment**

- A. This job operates in a professional office environment requiring routine use of standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.
- B. Travel between sites is required and will precipitate exposure to changing road/weather conditions.

**VIII. Physical Requirements**

- A. While performing the duties of this job, the employee is regularly required to talk or hear, to stand, walk, use hands to finger, handle or feel objects or controls; reach with hands and arms, balance, bend/stoop/squat, climb stairs, push or pull. Vision requirements include depth perception, field vision, and close visual acuity to prepare and analyze data and figures, and view a computer terminal. The noise level in the work environment is usually minimal.
- B. Occasional lifting and carrying up to 25 lbs.

**IX. Chain of Authority**

- A. Reports to Chief Operating Officer.

**X. Schedule/Time Keeping**

- A. Full Time, Exempt, 37.5 hour work week
- B. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

Kenneth Young Center offers a robust benefit package that is highly competitive to the market. KYC offers all full-time employees the following:

- 403(b) plan with organizational matching\*
- Health (BlueCross & BlueShield of Illinois), Dental (BCBS), and Vision Insurance (VSP)
- Flexible Spending Account (with up to \$500 annual rollover allowed)
- Long Term and Short Term Disability (Dearborn National)
- Life Insurance and option for additional voluntary coverage for self, spouse, or dependents

To further promote an active and healthy work/life balance, KYC also offers a generous amount of paid time off and staff holidays.

- 8 Paid Organization-Wide Holidays
- 3 Personal Holidays
- 4 weeks of Paid Time Off (With increases based on seniority)

*Kenneth Young Center is an Equal Opportunity Employer*

*The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

*Kenneth Young Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kenneth Young Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*

*Kenneth Young Center expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Kenneth Young Center's employees to perform their job duties may result in discipline up to and including discharge.*