



CLASSIFICATION NO. 215

Established: 7/18

Revised: 10/22, 9/24

FLSA: Exempt

EEO: 2

QUALITY AND DATA MANAGER

CLASS CHARACTERISTICS

Under general direction, to plan, organize, direct and oversee ongoing performance improvement activities and projects, quality assurance, quality improvement, data collection and performance operations; to ensure adherence to department/division standards and regulations; to ensure reporting is complete and accurate; and to do other work as required

DISTINGUISHING CHARACTERISTICS

The Quality and Data Manager is responsible for administering and overseeing performance management, quality assurance, quality improvement, and systems development for a department or various programs within a division in collaboration with senior leadership and external partners. The Quality and Data Manager oversees the development and maintenance of data reporting systems and assures compliance with federal, state, and local regulations. Through the application of a risk-based approach, the Quality and Data Manager assumes responsibility as the department/division's compliance officer and is responsible for program management, auditing, contracts, and monitoring and maintaining fiscal accountability.

The Quality and Data Manager differs from the Administrative Services Manager which is responsible for managing, coordinating, and planning diverse administrative functions of a division or department which generally does not include specialized knowledge and application of quality assurance strategies or interaction with external auditing entities and/or legal counsel. It is further distinguished from the Quality and Data Supervisor, which is responsible for recommending and monitoring quality assurance and improvement initiatives for a highly regulated program(s) as directed by division/department management.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, assigns, directs, and evaluates goals, objectives, priorities, and activities to improve performance and compliance outcomes; plans, organizes and oversees quality assurance, quality improvement, privacy, risk management, and compliance activities and performance; coordinates review of adverse events; recommends and establishes administrative controls and improvements; develops procedures to implement new and/or changing regulatory requirements.
2. Functions as the compliance officer for the assigned department/division and ensures a risk-based approach for the development and implementation of compliance plans which may include the investigation and resolution of fraud, waste, and abuse allegations; oversees contract compliance and quality for contracted services; directs internal compliance audits and acts as liaison for various external auditor entities; reports sensitive issues and high-risk concerns directly to the division or department director.

3. Manages the department/division's information systems and the development and maintenance of Electronic Records systems; oversees and coordinates the maintenance of data reporting systems; serves as liaison to and collaborates with internal and external technology partners to meet compliance, security, and performance management requirements.
4. Oversees the department/division's overall performance management and quality improvement plans in accordance with mission and strategic goals of the organization and federal and state laws and regulations; develops and implements systems, policies and procedures for the identification, collection, and analysis of performance measurement data; communicates, educates, and trains the leadership staff and applicable personnel on the quality improvement plan and their respective responsibilities.
5. Hires and directs professional and technical staff to provide quality service to County residents and staff; directly supervises, assigns, and evaluates the activities of assigned staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other divisions and County departments.
6. As part of the Senior Management Team, works across the department/division to initiate and monitor activities to enhance the performance, efficiency and effectiveness of services; develops, recommends and implements division policies, procedures and business processes; participates as a key decision maker in policy and program development and implementation with other members of the management team; collaborates with other quality and data professionals throughout the county to ensure consistency in policy creation and application when appropriate; represents department/division to partner organizations and agencies; provides complex project management support and consultation to internal and external partners as it relates to quality and data management in adherence with federal, state, and local regulations.
7. Assesses and anticipates department/division technology needs and recommends procurement action and resources; researches and recommends hardware and software solutions; participates in requests for proposals and vendor contract development; negotiates terms and conditions; monitors contracted services for legal, fiscal and program compliance.
8. Prepares and administers budget for Quality and Data Management programs; reviews, analyzes, and makes recommendations on budget requests; obtains and manages funding for grants and community partners; participates in the interpretation, negotiation, management, and enforcement of financial contracts; monitors revenues and expenditures.
9. Directs, coordinates, and oversees the activities of internal committees within the department/division; assures committees are staffed, documented, and performing in accordance with internal and external requirements and regulations.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of department/division delivery systems, including electronic records and information management; program and contract administration; preparations and interpretation of descriptive statistics; principles of program evaluation; quality process improvement tools and techniques, reporting, analysis and implementation; quality

improvement models and tools; project management, analysis and evaluation; principles of personnel administration and supervision.

Working knowledge of: Federal and state regulations governing Quality and Data program services within the department/division; risk management theories and techniques; government financing methods and funding sources; office equipment, including personal computers and applicable software programs.

Skill to: Prioritize, plan, organize and implement initiatives and projects to accomplish department/division goals; Motivate staff and partners to undertake and complete actions designed to achieve Quality and Data aims; Communicate effectively, both orally and in writing; Organize and present information in a clear, concise and logical manner; Establish and maintain effective working relationships with community partners and stakeholders, elected officials, government agencies, County employees and the public; Interpret and apply provisions of federal, state and local legislation, rules and regulations affecting the administration of department/division policies and programs; Establish resource requirements and budgets; Compile and analyze data and develop recommendations; Design, develop and implement systems and procedures for efficient division operations; Plan and direct the work of professional staff in continuous efforts to improve quality, productivity and effectiveness; Incorporate team participation in decision making.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of seven (7) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire:

- Some positions require certification as a Qualified Mental Health Professional or other professional certification to meet qualifications as mandated by Oregon Administrative Rules.
- Positions within Behavioral Health require Certification in Healthcare Compliance.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license and possess and maintain an acceptable driving record throughout the course of employment.