



CLASSIFICATION NO. 226
Established: 9/24
FLSA: Exempt
EEO: 2

QUALITY AND DATA SUPERVISOR

CLASS CHARACTERISTICS

Under direction, to plan, organize, and oversee a highly regulated program's ongoing performance improvement activities and projects, quality assurance, quality improvement, data collection and performance operations; to ensure adherence to regulatory standards and/or contractual requirements; to ensure reporting is complete and accurate; and to do other work as required

DISTINGUISHING CHARACTERISTICS

The Quality and Data Supervisor is responsible for overseeing performance management, quality assurance, quality improvement, and systems development within a highly regulated and/or complex program in coordination with applicable department or division leadership and external partners. The Quality and Data Supervisor recommends the development and maintenance of data reporting systems and assures program compliance with federal, state, and local regulations as well as grants and other funding streams.

This classification differs from the Quality and Data Manager, which is a member of the senior management team and exercises a high level of autonomy to administer systems for performance management and quality assurance between multiple stakeholders at department and/or large division level. It is further distinguished from the Policy, Performance, and Research Analyst, Senior due to the latter performing broader analytical work which does not require a specialized knowledge in compliance and quality assurance and requires a reporting relationship and close partnership with a department executive director.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Evaluates and recommends goals, objectives, priorities, and activities to improve performance and outcomes within the assigned program; plans, organizes and monitors quality assurance, quality improvement, privacy, risk management, and compliance activities and performance; recommends performance and process improvements; develops procedures to implement new and/or changing regulatory requirements.
2. Develops, recommends, implements and reviews program compliance plans; supports division leadership in the investigation of internal and external compliance violations and recommends appropriate resolution; ensures contract and grant compliance and quality for contracted services; conducts internal compliance audits and may act as liaison for various external auditor entities.

3. Maintains information systems and data reporting systems; establishes criteria to identify and measure quality, effectiveness and compliance; develops and oversees reporting and data collection and analysis procedures; recommends the development and oversees maintenance of Electronic Records systems.
4. Assists management in the development of quality improvement plans in accordance with the mission and strategic goals of the organization and federal and state laws and regulations; advises on the development and implementation of systems, policies and procedures for the identification, collection, and analysis of performance measurement data; assists leadership in facilitating the quality improvement plans and provides related training as assigned.
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. Identifies and recommend activities to enhance the performance, efficiency and effectiveness of services; recommends policies, procedures and business processes to support program compliance and quality; provides consultation to internal and external partners as it relates to quality and data implementations in adherence with federal, state, and local regulation.
7. Recommends and monitors the budget for the assigned program; reviews, analyzes and makes recommendations on budget requests; obtains and manages funding for grants and community partners; participates in the interpretation, management, and enforcement of financial contracts.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of program/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.

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.; principles of personnel administration and supervision.

Skill to: Prioritize, plan, organize and implement initiatives and projects to accomplish program/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 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 five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: 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.