

Director, Quality and Utilization Salary: DOE

JOB PURPOSE: Performs complex tasks related to oversight of system wide performance, quality improvement and utilization management. Work involves reviewing, monitoring and when appropriate, recommending changes in policies, guidelines or procedures of regulatory, licensing, certifying and accrediting bodies. Acts as designated UM Manager or supervises UM Manager. Reviews appropriate utilization resources to support the delivery of services to consumer, coordinating the process of obtaining feedback from key external customers regarding their perception of the quality of the Center's services and the local planning process. Oversees Program Planning, Policy making and contract performance monitoring. Work is performed under the general supervision of the Chief Executive Officer with considerable latitude for the exercise of discretion and independent judgment.

EDUCATION AND EXPERIENCE REQUIRED: Master's degree in human services from an accredited college or university, plus two (2) years' supervisory experience required. Two (2) years' experience which includes UM/QM processes, outcome measurement, and/or development of policies and procedures preferred. LPC, LCSW or LMFT preferred. Prefer individual with knowledge of compliance, accreditation and certification. Must have strong communication, organizational, planning, prioritization, negotiation, interpersonal, decision-making and customer relations skills. Ability to establish strong communications and credibility with HHSC and accrediting bodies. Knowledge of Quality Improvement principles, HHSC regulations for LMHAs & LIDDAs preferred.

DEGREE AND/OR CERTIFICATION REQUIRED (IF APPLICABLE): Master's Degree

DRIVING REQUIRED: Yes/No

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to write comprehensive plans and complex reports according to contract standards, and miscellaneous other documents with acceptable spelling and grammar.
- Computer – Strong computer skills. Skilled in the use of technology with Microsoft Office and all Google applications. Ability to quickly learn Netsmart electronic health record.
- Ability to input data into computer, make calculations, complete paperwork, produce reports.

OTHER REQUIREMENTS OR CONDITIONS (specify):

- Will be required to interact with other employees, stakeholders, outside agencies, state office personnel and accrediting bodies to determine needs and actions to be taken.
- Current State of Texas Driver License or if you live in another state, must be currently licensed in that state.

- Liability insurance required if employee will operate personal vehicle on Center property or for Center business. Must be insurable by Center's liability carrier if employee operates a Center vehicle or drives personal car on Center business.
- Must complete all training requirements in month in which they are due.
- Availability of a personal vehicle for business use may be required.
- Work will take place within an office setting.
- Some out-of-town travel required.
- Must submit to and pass a pre-employment drug test
- Must successfully pass all background screens as required by the state
- Must be physically able to conduct visits to contract provider locations include walking on uneven surfaces, climbing stairs, and standing for long periods of time if required.