

Boston Senior Home Care Job Description

Job Title: Compliance and Performance Improvement Manager
Job Function: Administration
Department: Compliance/QA
Reports to: Chief Compliance and Development Officer
FLSA: Exempt
Classification: Regular Full - Time
Grade: 12
Salary Range: \$55,400

JOB DESCRIPTION:

Summary/Overview

The Manager of Compliance and Performance Improvement will manage and oversee direct care program operations to ensure work is performed in an efficient and effective manner, and will identify department needs and perform strategic planning with all units within direct care in ways that provide continuous improvement. With the help of IT Manager, the Manager of Quality Improvement will also develop and manage a robust quality improvement system and support direct care team managers in ensuring compliance with oversight agency requirements.

Essential Functions:

Essential Job functions: Duties 1 through 20 are designated as ADA Essential Functions and must be performed in this job. All other job duties are secondary functions. [TBD]

1. Assume responsibility for quality analysis and improvement activities at Boston Senior Home Care in fulfillment of EOEA and Mass Health requirements, and develop tools, policies and procedures to ensure the agency is in compliance with oversight agency requirements
2. In conjunction with the IT team, develop a program to analyze and enhance SIMS data accuracy. Assess existing reports, and develop new ones for data quality
3. Develop QI tools for new programs and review and modify tools currently in use for program evaluation in order to improve program effectiveness
4. Develop and implement effective systems and policies and procedures within the Quality Improvement Department
5. In conjunction with Administrative Supervisors, develop and support administrative support activities and processes that assist the direct care team in performing their ongoing work
6. Review existing procedures and make recommendations for changes, as necessary
7. Devise methods of accomplishing program objectives
8. Advise agency personnel and others concerning assigned programs in order to exchange information, resolve problems and to ensure compliance with established policies, procedures and standards
9. Review and analyze data (e.g., client, vendor and SIMS quality improvement) in order to troubleshoot problems and develop plans for corrective action, as needed
10. Maintain documentation of agency compliance with ASAP Performance Outcome Measures
11. Serve as the agency HIPAA privacy officer

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12. Respond to requests for quality-improvement related information by oversight agencies such as Elder Affairs and the Centers for Medicare and Medicaid
13. Provide logistical support and coordination for program reviews and audits
14. Exchange quality-improvement-related best practices and problem-solving techniques with members of state-wide Quality Managers Working Group
15. Provide leadership and meet on a regular basis with direct report, in order to provide direction and support
16. Ensure department job descriptions accurately reflect job requirements and responsibilities
17. Monitor job performance of direct report, and address any job performance issues
18. Complete performance evaluations for direct report on a timely basis
19. Encourage staff development through supervision and training
20. Perform other appropriate duties as assigned

Competencies:

- This position requires excellent organizational and communication skills in a fast paced environment
- The incumbent must have excellent presentation skills
- Candidate must be a team player
- The candidate should have knowledge of quality management principals, monitoring and evaluation procedures, data-entry and data analysis
- Candidate should have creative problem solving skills, excellent communication skills and demonstrated consistent attention to detail required
- Candidate must have excellent computer skills: Microsoft Office Suite (Word, PowerPoint, Excel, Access)

Supervisory Responsibility:

This position supervises QA Analysts.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The employee must be able to carry a 15 to 20 pound load
- The employee is regularly required to talk or hear
- The employee is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms

Position Type/Expected Hours of Work:

This is a full time position. Days and hours of work are Monday through Friday 9:00 a.m. to 5 p.m.

Travel:

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This position might be required up to 15% travel.

Must be able to travel to the community to perform visits at consumers' homes (may have limited accessibility), and travel under all weather conditions.

Required/Preferred Education and Experience:

- This position requires a Bachelor's degree and experience in public administration, human service management, business management or related field(s) is preferred
- Candidate should have at least 5 years of experience

Additional Eligibility Qualifications:

None required for this position

Work Authorization/Security Clearance

Must clear CORI background check

AAP/EEO Statement:

Equal Employment Opportunity/Affirmative Action/Male/Female/Veteran/Disabled Boston Senior Home Care affirms and supports diversity and inclusion in our workforce.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.