



## **Quality Assurance Director**

Community Living Options has been providing a range of support services to individuals with disabilities in the Kalamazoo area for more than 35 years.

**Summary of Responsibilities:** Responsible for developing, implementing, and maintaining all quality enhancement systems. The director ensures regulatory compliance and the integrity of program policies, consumer files, training, and related documentation. Provides leadership and technical assistance to staff in support of QA efforts. Essential duties include:

- Developing, coordinating and managing regulatory compliance functions. Serve as primary contact for all regulatory bodies. Responsible for contract review, HIPAA compliance, corporate compliance and credentialing.
- Monitor all program locations (group home, SIL sites and Day Program). Ensure that site operations and procedures are complete, comprehensive and consistent with agency policy and procedures.
- Oversee internal and external agency reviews and investigations. Recommend changes in policies and procedures necessary as a result of program reviews (audits.) Generate plans of correction as needed following agency and specific program reviews/investigations.
- Ensure case records are well organized and consistent between program sites and meet relevant MDHHS, LARA, CARF and agency requirements.
- Ensure implementation of licensing and accreditation standards. Ensure certificates from licensing agencies are updated and posted properly.
- Assist teams in developing, implementing and tracking quality indicators. Trend and sign-off on all Incident and Accident Reports. Ensure sentinel events are documented, tracked and reported.
- Compile, review and analyze performance measurement data/reports and provide reports in a timely and professional manner, including but not limited to consumer and stakeholder satisfaction surveys, quarterly outcomes reporting, accessibility review, quality assurance program overview, content review (and management report). Coordinate completion of management report and balanced scorecard.
- Oversee training for all employees, ensuring training content is consistent with regulatory requirements and meets agency outcomes related to service to the consumers.
- Identify staff development needs of program staff and participate in the development of the agency annual training plan.
- Oversee and coordinate safety and site review measures at all sites. Ensure internal and external inspections are conducted as scheduled to assure clean, safe and comfortable environments for individuals served.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Bachelor's degree in relevant field plus five years experience in similar setting. A master's degree in a related field plus two years related experience may be substituted.
- Extensive knowledge of CMH system, licensing and CARF.
- Demonstrated intermediate computer proficiency.
- Valid driver's license, driving record that meets agency insurance requirements & reliable transportation.
- Ability to work with individuals of diverse backgrounds and work effectively in a team setting.
- Demonstrated ability to communicate both in verbal and written format.

**Salary & Benefits:** \$56,000 annually (full-time exempt), adjusted for experience plus competitive benefits package

**To Apply:** Please send resume and/or letter of interest to [mvaden@communitylivingoptions.org](mailto:mvaden@communitylivingoptions.org)

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