



Position	Quality Improvement Manager	Department	N/A
Supervisor	CEO and Board of Directors	Location	Lafayette, LA

1. Position Summary:

The Quality Improvement Manager oversees the Quality Improvement Program, functioning as an independent, objective body that evaluates agency effectiveness. The Quality Improvement Manager is responsible for data collection, performance management, and performance assessment.

2. Minimum Qualifications:

A Bachelor's degree is required. A Master's is preferred. A minimum of 3 years' experience in quality assurance with regulatory and accreditation guidelines is required. Familiarity with operational, financial, quality assurance, and human resource regulations is also required.

Must be able to identify potential issues within a variety of compliance areas, and to remain objective and function independently from other agency departments. Must be detail-oriented and have experience with investigative and reporting procedures.

Ability to work with people of diverse lifestyles required. Prior experience working in an HIV service, HIV prevention, healthcare, mental health, or substance abuse rehabilitation program preferred.

3. Position Responsibilities:

40%	<p>Randomly inspects a sample of documents or processes in each area of concern. Collaborates with other departments to direct compliance issues to existing channels for investigation and resolution.</p> <ul style="list-style-type: none"> Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends. Identifies potential areas of compliance vulnerability and risk, develops/implements corrective action plans, and provides general guidance on how to avoid or deal with similar situations in the future. Conducts unannounced mock surveys, inspections, audits and investigations periodically to assess staff readiness and to specifically identify where corrective actions are needed.
10%	<p>Institutes and maintains an effective compliance communication program for the organization.</p> <ul style="list-style-type: none"> Works with the Human Resources to develop an effective compliance training program, including introductory training for new employees as well as ongoing training for all employees and managers. Presents reports to the Quality Assurance Committee, staff, CEO and Board of Directors at least annually.
50%	Performs such other duties as may be assigned.

4. Conditions of Employment:



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- Complete initial background check and drug screening.
- Participates in random drug screenings.
- Adhere to all related agency and regulatory requirements, including HIPPA.
- Adhere to AcadianaCares policies and procedures.
- Adhere to schedule and time management demands.
- Maintain objectivity in assessing situations and proposing solutions.
- Complete required agency, program, and software training.
- Maintain continuing education requirements.
- Attend staff meetings unless excused.

5. Approximate Work Time Distribution

Position is considered full-time with 40 hours of work per week.

Assignment of additional job duties shall depend upon prior work experience.

6. General Work Environment

Oversees the Quality Improvement Program. Approximately 95% of work shall be completed in an office setting. Periods of standing, sitting, using computers, scanning documents, talking on the phone, interacting with related agency representatives, and interacting with potential clients is expected.

Ability to move about the AcadianaCares campus, with or without assistance, is required.

Minor travel may be required for this position. Up to 10% of work time may be spent travelling off campus or spent working before or after posted office hours and on weekends, including on-call assignments.