



Director of Quality Assurance

Fullerton, CA

Crittenton Services for Children and Families is a non-profit child welfare and behavioral health agency that has a proven 50 years of service. Crittenton Services is seeking a Director of Quality Assurance.

Position Summary:

Position has responsibility for developing and maintaining agency-wide compliance programs in addition to developing and executing a Continuous Quality Improvement Plan (CQI) for all services. Maintains agency's national accreditation, oversees contract and HIPAA Compliance, Risk Management and procedures to align agency policies with its mission and best practices.

- Plan, assign, and direct the activities of the assigned department's programs and projects; develop work plans, allocate resources and develop schedules to accomplish program goals; forecasts personnel and funding requirements; develop new programs/projects to respond to contract and compliance needs.
- Develop and implement program policies, procedures, and guidelines, within the department and legal standards; review, interpret and clarify relevant statutes, regulations and department policies.
- Monitor and evaluate program effectiveness in meeting established objectives; develop quality assurance standards and implement review process; respond to employee complaints and appeals of decisions made by subordinates.
- Responsible for or participates in preparing and updating budgets and grant proposals; manage budget/grant funds and authorize/review contract payments and program expenditures; develop proposals for additional funding and personnel; gather and compile data and prepare reports.

Minimum Qualifications:

- A Master's degree in a relevant discipline required. (Relevant degrees include, but are not limited to: Business Administration, Public Health or Public Policy). A Juris Doctorate may substitute for the Master's degree, provided that the undergraduate degree is in a related field.
- Two years' experience is required at a management level in two or more of the following functional areas: quality assurance; national accreditation; risk management; electronic health records; contract compliance; or regulatory compliance (Title 22). Experience working in a social service agency or healthcare strongly preferred.

Additional Requirements:

- Strong presentation and training skills; excellent interpersonal and communication skills, proven ability to work with a wide variety of stakeholders; excellent analytical skills; ability to operate independently and build strong networks internally and externally; high level of familiarity with broad range of compliance risk areas; experience working with Microsoft Office Suite. Experience working with Electronic Health Records (EHR).
- Must possess a valid, unrestricted California Driver's License and maintain current vehicle insurance.

How to apply: Please send your cover letter and resume to careers@crittentonsocal.org or apply directly on our site <https://recruiting.paylocity.com/recruiting/jobs/Details/237414/Florence-Crittenton-Services-of-Orange-County-Inc/Quality-Assurance-Director>

