



MENTAL HEALTH ASSOCIATION OF NEW YORK CITY, INC.

JOB DESCRIPTION

Department: Harlem Bay Network PROS/Center for Policy, Advocacy, and Education

Position Available: Full-Time, Quality Improvement Specialist

Supervisor: Program Director, Harlem Bay Network PROS/Assistant Vice President, Center for Policy, Advocacy and Education

Position Description:

MHA-NYC is a not-for-profit organization with a three-part mission of advocacy, direct service and education (www.mhaofnyc.org). MHA-NYC is seeking an exceptional candidate to implement quality assurance/quality improvement for its Harlem Bay Network Personalized Recovery Oriented Services (PROS) program and for the Center for Policy, Advocacy and Education. This is a full-time position with responsibilities focused both in the PROS program and across additional MHA-NYC programs.

Qualities:

- Knowledge of key quality assurance and quality improvement practices, with an emphasis on behavioral health care and healthcare quality indicators
- Strong presentation skills
- Team player with willingness to “jump in” when needed
- Ability to work independently and take initiative to develop projects
- Flexibility and willingness to go above and beyond

Responsibilities:

- Review PROS Group Notes for accuracy with billing on a weekly basis
- Review incidents and follow-up reports
- Conduct internal PROS Incident Review meetings on the 2nd Tuesday of every month
- Participate in monthly organization-wide Incident Review Committee (IRC) meetings
- Review charts and compile data based on chart reviews
- Assist PROS Team Leaders and PROS Director with concurrent authorizations with MCO's
- Coordinate site Participant Satisfaction Survey (PCS) and PROS Standards of Care Recipient of Services Questionnaire

- Administer class evaluations and compile date outcomes based on response.
- Prepare clinical documentation review information for discussion at staff meetings.
- Assist Assistant Vice President of the Center for Policy, Advocacy and Education with the following projects:
 - Compiling monthly levels of service reports for direct service programs;
 - Convening consumer advisory meetings;
 - Participate in development, implementation, data collection and review of annual quality improvement work plan
 - Conduct internal audits across MHA-NYC's direct service programs to identify areas for QA/QI support
 - Coordinate annual consumer satisfaction survey
 - Special projects as needed, such as the bi-annual Patient Characteristics Survey

Qualifications:

- Bachelor's degree plus 2-3 years of experience in quality assurance/improvement
- Familiarity with best practices in quality assurance/quality improvement
- Strong written and verbal communication skills
- Proficiency in Microsoft Office Products (Word, Excel, PowerPoint, Access)

Send Resume and cover letter to: Kiara Polanco, Director, PROS Program, at kipolanco@mhaofnyc.org. **Please write QI Specialist in the subject line of your email.**