



NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

Developing children, families and future leaders of our communities through empowerment, education and wellness from our house to yours.

JOB ANNOUNCEMENT

CARE COORDINATOR/ QUALITY ASSURANCE

POSTING DATE: August 15, 2016

APPLICATION DEADLINE: OPEN UNTIL FILLED

Position no. / Range: 54.01

Union Status: Non- Union

Starting Pay: \$28-30 p. hr.

Status/ Hours: Part Time/ Non-Exempt

Hours of Work: 8:00 am- 5:00 pm

No. of Weeks: 52

This part-time position is flexible regarding the hours & days worked, with a maximum of fifteen (15) hours per week.

Location: 286 Euclid Ave. Ste. 102 San Diego, CA 92114 **Dept. / Program:** Project Enable Clinic

Basic Job Assignment:

This position is accountable to the Project Enable Program Director and assists with the development and maintenance of the program quality assurance (QA) and improvement (QI) processes, including overall documentation of the program's QA/QI contracted components, chart compliance and internal pre-audits of the program's medical records. Provide updated assessment, client plans and complete discharge summaries as needed. May also provide other clinical duties such as individual and triage services.

Employment Requirements:

The ideal candidate is a self-motivated, independent worker who possesses a solid understanding of the Clinical assessment of clients with severe mental illness, client plan development and clinical care coordination principles and best practices; Quality assurance principles and practices; Utilization Management processes and guidelines; San Diego County Behavioral Health Bio-psycho-social Rehabilitation (BPSR) guidelines and recovery treatment modalities; San Diego County Behavioral Health medical record documentation guidelines; The Cerner electronic health record system for clinical documentation; Cultural and socio-economic issues relevant to providing appropriate rehabilitation and recovery services to special population groups, including Latino, African-American, and LGBTQ communities; the ability to analyze and make sound recommendations on complex clinical data; Review and evaluate clinical medical records and make sound recommendations for improvement; Understand, interpret, explain and apply NHA, state, federal and various funding sources' laws and regulations governing mental health specialty services under Title 9; communicate effectively with staff, managers, clients/ participants, and individuals of varying levels outside of the department and organization; establish and maintain effective working relationships with all levels of Association management, employees, officials of agencies and governmental organizations, outside auditors, consultants, and others encountered in the course of work; is well organized and is able to plan and prepare in a thorough fashion; has excellent written communication skills; and has demonstrated experience working with culturally and ethnically diverse, low income or no income clients and unique populations.



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Qualifications:

- A Master's Degree in Psychology, Social Work, or Counseling; **AND**
- At least two years of clinical experience in a behavioral health setting;
- Experience writing behavioral health assessments, client plans, discharges and overall clinical documentation using the Cerner electronic health record system.
- Experienced in diagnosing severely mentally ill adults and/or those suffering from co-occurring disorders.
- Demonstrated leadership and problem-solving abilities, supervisory skills, creativity, and public speaking preferred.
- Licensed (LCSW, MFT, Ph.D.) preferred; **OR**
- Currently registered (or has the ability to register) with the Board of Behavioral Science Examiners;
- California Driver's License.

Example of Major Functions:

- Develops procedures that are in line with contracted requirements and needs; and maintains and evaluates quality services that are in contract compliance with funding sources;
- Reviews chart files to ensure contractual compliance;
- Assists in creating, updating and maintaining program policies and procedures;
- Assists Department, Program Director and Program Coordinators with contract compliance and quality assurance;
- Provides contract compliance/statistical trainings when needed;
- Conducts billing audits and initiates corrections when necessary;
- Assists with internal QA/QI Peer Review process;
- Tracks QA/QI activity, provides feedback and ensures timely corrections are made on hard and electronic client files;
- Attends and participates in required meetings/trainings and performs other duties as required to meet program quality goals.



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APPLICATION SUBMITTAL INSTRUCTIONS:

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41st Street, San Diego 92113; or on the Agency website at www.neighborhoodhouse.org. Completed applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/ emailed to: **recruiting@neighborhoodhouse.org**.

Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions must be attached to the application at the time the application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your degree transcripts, diploma, or foreign equivalency report and/ or certification to your application. If you are selected for further consideration official degree transcripts may be requested. Please only submit the documents required.

NOTE: Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.

BENEFITS:

Eligible positions receive the following benefits: Vacation; sick leave; 13 holidays; 2 personal days and 4 days bereavement leave; medical; dental; life and disability insurance; Social Security and Retirement Plan.

INTRODUCTORY PERIOD:

All regular appointees serve 6 months introductory period.

CITIZENSHIP/IMMIGRATION STATUS:

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.

This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

Please note that offers of employment are only valid if they are made by the Human Resources Department