



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 SPECIALIST

(AVAILABLE TO NHA EMPLOYEES ONLY)

DATE REPOSTED: December 14, 2018

APPLICATION DEADLINE: December 20, 2018

Position #/ Range: 4063/56.0

Union Status: Non-Union

Starting Pay: \$28.00 per hour

No. of Positions: 1

Hours of Work: 8:00 a.m. - 5:00 p.m.

Status/Hours: FT/Non-Exempt

Location: 286 Euclid Avenue, Ste. 102, SD, CA 92114

Dept./Program: Project Enable

Basic Job Assignment:

Under the general supervision of the Program Director – Mental Health, assists with the development and maintenance of the program of 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, but not limited to, 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-psychosocial 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:

- Completion of a Master's Degree program in Social Work or Counseling from an accredited university with graduate-level internship experience with severely mentally ill adult clients; **AND**
- A minimum of 2 years of clinical experience in a behavioral health setting;
- Must be registered with the Board of Behavioral Science Examiners; **OR**
- Licensed by the State of California; **OR**
- License waived by the State of California; **OR**
- Valid Class C California driver's license and current California automobile insurance;
- Bilingual –English/ Spanish (preferred);
- Experience working with Latino and African-American population highly desirable;
- Knowledge and experience with **Cerner** is highly desirable;
- TB test required upon hire and must be maintained every four (4) years.

Example of Major Functions:

- Develops procedures that are in line with contracted requirements and needs;
- 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. 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 and/ or certifications 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 official degree transcripts or diploma or foreign equivalency report and/ or certification to your application. 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.*

ABOUT NHA

The neighborhood House Association is a non- profit organization. Head Start positions are funded in whole or in part by money provided through the State and Federal Government. Additionally, some Social Service Program positions may be funded in whole or in part through grant funds. Because positions and salaries may be funded through grants, and State and Federal funds ongoing employment will be contingent upon the continued receipt of these funds.

BENEFITS:

Eligible employees receive the following benefits: Vacation;

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| • Sick leave; | • 401K Retirement Plan; | • Life & Disability insurance; |
| • 13 paid holidays; | • Medical; | • Supplemental Life & |
| • Two (2) personal days; | • Dental; | Voluntary Products; |
| • Four (4) days annual bereavement leave; | • Flexible Spending Account (FSA); | • Social Security; |

**Medical and dental benefits are provided to regular employees who work a minimum of 30 hours per week.*

INTRODUCTORY PERIOD:

All regular appointees serve six (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