



*Our Mission -  
To empower women to achieve life changing recovery through proven  
treatment and critical support services.*

**Job Title:** Director of Operations & Quality Assurance  
**Reports to:** Executive Director  
**Job Classification:** Exempt

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**Position Summary:**

Responsible for assisting the Executive Leadership Team in providing overall organizational leadership in supporting the agency's mission and growth.

**Job Duties:**

- Provides overall leadership for the agency and plans and directs all aspects of the agency's operations.
- Supervises various positions including: Clinical Records Technician, Maintenance Manager, Grounds Manager, and Office Specialist.
- Gives direction and leadership toward achievement of the agency's mission, strategic plan, and annual performance improvement goals.
- Coordinates all aspects of monthly Executive Committee and Board of Directors meetings including: meeting notices, compiling minutes, required follow-up, room reservations, etc.
- Assist with oversight, directs, and evaluates the activities of Client Services, including the Clinical Director & Clinical Managers.
- Oversees process to maintain appropriate accreditation for programs. Responsible for coordination of requirements, planning, and development of accreditation plan for CARF (Commission for the Accreditation of Rehabilitation Facilities) with key management staff. Oversees the collection of required data/information and documentation from appropriate staff throughout the agency as required by CARF.
- Responsible for recommending and developing agency-wide evaluation of areas of need in the organization and to ensure quality improvement efforts in coordination with Executive Leadership Team members.
- Identifies problems existing in the conduct of program and initiates problem solving with Management Team.
- Encourages staff input for program development and improvement and implements program changes when appropriate.
- Responsible for maintenance of adequate clinical, administrative, and program evaluation records.
- Conducts a monthly Management Team meeting in conjunction with Executive Leadership Team to facilitate communication within the agency.
- Oversees residential/property management and staff including purchasing, repair, insurance, licensing, and zoning issues. Works with Director of Finance to review property maintenance and repair work pertaining to the facilities.



A United Way Agency

- Works with the Executive Leadership Team and Director of Human Resources in the implementation and oversight of employee communication.
- Participates and assists in agency wide program development and expansion with Leadership Team.
- Represent the organization in community collaborations, initiatives, and meetings when applicable.
- Implements and oversees programs and processes that increase efficiency, strengthen employee knowledge and abilities, improve leadership, and maintain the overall health of the agency. Work with Leadership Team in diagnosing problems and setting agency goals, implementing training programs to meet goals, and incorporating change management processes to enhance employee satisfaction and productivity to include diversity, equity, and inclusion.
- Oversees maintenance and coordination of agency policies and procedures and annual review of such policies insuring conformance with accreditation standards.
- Responsible for delegation and timely submission of all monthly, quarterly, and annual reports to regulatory and funding agencies (as requested).
- Participates actively on the Leadership Team and attends other agency meetings on a periodic basis and/or as requested.
- Responsible for data entry of survey responses and/or distribution of surveys.
- Supports client chart audit and compliance activities with Clinical Director and Clinical Managers including compiling and reporting results.
- Responsible for actively participating with the Leadership Team and key clinical staff to ensure the information system produces regular reports with client demographics and program evaluation to measure client outcomes.
- Works with key personnel to set goals and objectives for programs and subsequent completion of outcome portion of reporting requirements such as United Way, JBC, and Region V.
- Performs quality improvement reviews and monitors the agency's conformance with quality improvement plans, standards, and policies and procedures in conjunction with Leadership Team.
- Develops surveys and assessments of alumni, current clients, staff, board members, community members, referral sources, etc. on a regular basis and compiles and presents results annually.
- Conducts and/or coordinates focus groups with each program and compiles and presents results to appropriate staff.
- Responsible as the Chair of the Health and Safety Committee including coordinating meetings, maintaining meeting minutes, emergency drill file, medication errors, and critical & minor incidents. Provide quarterly summary to health and safety team.
- Serve as contract liaison; secure required signatures, make copies, and return as required to other entities and provide copies of internal staff as needed or requested; reviews contracts to ensure agency is meeting requirements regarding background checks, insurance, etc.
- Attends and participates in the meetings of the Region V Quality Improvement Team.

**General Job Duties:**

- Complete all monthly and Annual Relias online e-learning courses on time, in compliance with state and accrediting organizations training requirements.
- Attend at least two training sessions per year on cultural competency.
- Participates in clinical team staffing at least monthly, and/or additionally as needed
- Attends and participates in staff training, work teams, and all staff meetings, as directed.
- Responsible for technology services and coordination with technology vendor.

- Performs other duties as assigned.

**Required Skills/Abilities:**

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to act with integrity, professionalism, and confidentiality.
- Abide by HIPAA and 42 CFR confidentiality requirement which include but not limited to businesses, family members, friends of clients, and other agencies and the public including safekeeping of client identified materials.
- Support St. Monica's Home in the organization's objective to be a diverse, equitable, inclusive, and accessible workplace.
- Follow all agency and program policies and procedures including philosophy, confidentiality, ethics, and safety procedures.
- Regular and on-time attendance required.

**Position Competencies:**

- Verbal communication
- Written Communication
- Organizational Skills

**Education and Experience:**

- High school diploma, GED, or equivalent certification; a minimum of 5 years' experience in leadership level in non-profit agency; management and supervision is required. Knowledge and understanding of Behavioral Health field, preferably with expertise in Gender Specific Treatment preferred; extensive knowledge of computers and word processing, spreadsheets, and database programs; working knowledge of electronic health record preferred; ability to work in cooperation with internal and external personnel and with all aspects of the agency.
- Bachelor's and/or Masters' degree preferred.
- Must be at least 21 years of age.
- First Aid/CPR certified or the ability to be certified.
- Driver's license and valid insurance required upon hire.

**Physical Requirements:**

- Ability to lift 25 lbs. regularly, climb and descend stairs.
- Ability to thrive in a fast paced, deadline-oriented work environment

***St. Monica's Home is an equal opportunity employer. We do not discriminate against any employee or applicant for employment on the basis of age, race, religion, color, ethnicity, disability, gender, sexual orientation, gender identity, or national origin.***

<b>EMPLOYEE SIGNATURE:</b>	
<b>DATE:</b>	
<b>SUPERVISOR SIGNATURE:</b>	

<b>Creation Date: 01/2023</b>
<b>Next Review Date: 01/2024</b>