

JOB DESCRIPTION: QUALITY IMPROVEMENT MANAGER/ YOUTH SERVICES COORDINATOR

JOB TITLE: Quality Improvement Manager/Youth Services Coordinator

REPORTS TO: Director of Resident Services

CLASSIFICATION: Exempt

POSITIONS SUPERVISED: N/A

Position Summary

The Quality Improvement Manager/Youth Services Coordinator is responsible for quality improvement activities and reporting and for the development and implementation of youth programs based on the needs of the children residing at the Faith House, Northfield and Treeside/Copley sites.

Position Responsibilities:

Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

Quality Improvement

- Assists the Leadership Team in setting annual service outcomes, goals and activities.
- Gains knowledge of and researches best practices and emerging evidence and strategies to enhance the programs and the mission.
- Conducts focused examination of conditions requiring correction and develops a precise definition of the problem.
- Gathers and analyzes data resulting in written reports on assigned topics related to quality improvement, including, but not limited to: outcomes, record reviews, participant satisfaction, accessibility, and health and safety.
- Outcomes
 - Reviews and assesses quarterly and annual program content and practices in relation to approved outcomes, goals and performance.
 - Reviews, assesses and recommends as appropriate methods for determining achievement of program outcomes, goals and activities.
 - Prepares written quarterly and annual outcomes reports based on verifiable quantitative and qualitative data
- Record Review
 - Chairs the Quality Review Committee and serves as lead in the quarterly record review.
 - Prepares written quarterly record review results report
 - In concert with the Director of Resident Services, reports outcome and record review results quarterly to the Program Committee of the HMHI Board of Directors.
- Participant Satisfaction
 - Prepares and distributes annual participant satisfaction survey to all program participants
 - Schedules and facilitates focus groups with residents at each site to determine strengths and areas for improvement

- Enters, collates, and analyzes data from surveys and focus groups
- Prepares written report of survey and focus group findings
- Inspires a commitment to excellence by demonstrating passionate personal commitment.

Supports a Culture of Improvement

- Assists in the development of improvement plans with the Leadership Team in response to identified deficiencies.
- Identifies through the analysis process a summary of issues and / or policies that have the potential to negatively impact desired outcomes and / or the delivery of quality supportive services and affordable housing.
- Works with other managers and leadership in identifying, documenting, organizing and tracking internal and external data needs.
- Works with Director of Resident Services to create methods to collect, analyze and report quality data on all service areas.

Youth Advocacy and Care

- Reviews and assesses with the case manager the status and needs of all children residing at the site.
- In concert with the case manager identifies any obstacles to meet identified needs and creates child specific individual service plans and action steps where needed.
- Assesses progress toward goals, updating and modifying individual service plans as needed
- Plan and implement weekly children's groups at each assigned location
- Plan and implement bi-weekly parenting classes at each Summit County HMLife location
- Plan and implement weekly educational opportunities for youth tutoring
- Provide transportation for children participating in HMHI programs using the agency's 15 passenger van
- Provide documentation of all group and individual activities with special attention given to the children's strengths and areas needing improvement
- Provide information regarding areas of concern with case manager and parents
- Upholds confidentiality requirements and responds effectively to participant and program crises

Youth Activities

- Plan and implement activities which enhance education and learning both intellectually and socially
- Provide supervision and development for volunteers who assist with children's group, tutoring and field trips
- Coordinates all programs and activities involving youth program participants, including play sessions, group meetings, tutoring, field trips, holiday parties, holiday gift coordination, summer programming, and arts and crafts
- With parental permission serves as a liaison to the schools to check on progress.
- Perform other duties as assigned

Qualifications

- Degree in Social Services field and/or minimum of three years relevant work experience required
- LSW or LPC preferred
- Good organizational, interpersonal, and communication skills required

- Experience with homelessness, domestic violence, chemical dependency, and mental health issues preferred
- Ability to develop rapport with individuals of all ages, including youth.
- Familiarity with resources in the community we serve and within the Continuum of Care or other homeless systems required
- Experience with Critical Time Intervention, Motivational Interviewing, Eviction Prevention, Trauma Informed Care, or De-escalation practices Preferred
- Must have a valid Ohio driver's license and reliable transportation

Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate. Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

Usual Physical Demands

The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

_____ / / _____
Applicant *Date*