

## **COMMUNITY SERVICES QUALITY ASSURANCE COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: The Department of Community Services has a statutory authority and responsibility for oversight and cross-system management of the local mental hygiene system of care to meet the needs of individuals and families affected by mental illness, substance use disorder and/or intellectual/developmental disability in their communities. This position involves responsibility for planning and coordinating one or more major service components of the County Community Services Department. Work is performed under general supervision with leeway for independently performing most duties. The duties will involve significant interaction with community partners to ensure that program planning and the coordination of the service system are being accomplished in an acceptable manner.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Works as a member of the Community Services Quality Assurance Team to assist with the development and oversight of local mental hygiene systems of care;

Engages in annual local services planning and quality improvement activities required to meet the diverse needs of individuals and families;

Conducts gaps and needs assessments with regard to Intellectual/Developmental Disabilities, Mental Health, Addiction Services, or other service component of the Community Services Department;

Develops the annual Local Services Plan for mental hygiene;

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Contracting with mental hygiene service providers receiving state aid pass through funding;

Insurance credentialing within the Department of Community Services;

Monitors compliance of student interns within the Department of Community Services;

Provides data information from data collection as required;

Acts as liaison with other agencies to ensure compliance with various aspect of the delivery of service for the specified service component;

May serve on various committees to ensure compliance with contracts and needs as identified by Mental Health Law in the role of an expert on the assigned service component;

Conducts internal clinical chart reviews for quality assurance purposes and communicates findings to Department Head so deficiencies can be addressed;

Identifies opportunities for process improvement and supports continuous quality improvement efforts within the Department and among community stakeholders.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of program standards for the service component for which the employee is responsible (ie: Developmental Disabilities, Mental Health, Addiction Services); thorough knowledge of the principles, methods, procedures, and practices of psychiatric social work, of the functioning community mental health facilities and how to use them effectively with others; good knowledge of psychiatric disabilities, intellectual/developmental disabilities, medical conditions, and treatments; ability to understand and interpret complex planning information; ability to prepare technical and informational data for administrative use; ability to prepare, analyze, and evaluate reports; and maintain compliance.

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MINIMUM QUALIFICATIONS: Possession of a Master's Degree in Social Work and three (3) years of social work experience in a community mental health program, and possession of a current certificate to practice social work in the state of New York. Only professional post-masters social work experience will be considered as qualifying experience.

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Originated: 10/17/2023

Jurisdictional Class: Competitive

Public Hearing:N/A

NYS Civil Service Commission Approval:N/A

Reviewed and placed in Classplan: 12/7/2023