

## **COORDINATOR OF PLANNING AND QUALITY ASSURANCE**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional and administrative position involving responsibility for coordinating the planning, quality assurance, utilization review and certification or licensing compliance activities of a community mental health services agency. Duties will include the review of agency records, evaluation of the appropriateness of client treatment, conducting site visits, developing correction plans, and monitoring compliance with agency policy and certification or licensing requirements. Work is performed under supervision of the Community Services Director with wide leeway for independently performing most of the duties of the position. The position will involve considerable interaction with other mental hygiene staff, volunteer board members, recipients of services and their families, service providers and public officials to ensure that program planning, quality improvements and program evaluations are achieved.

### **TYPICAL WORK ACTIVITIES:**

Establishes, implements, and coordinates policies and procedures for conducting reviews to determine compliance with admission and continued stay criteria for each agency program;

Develops the local government plan for MR/DD, Mental Health, Alcohol & Substance Abuse Services, and other service components of the Community Services Department;

Conducts needs assessments with regard to the Mental Retardation/Developmental Disabilities (MR/DD), Mental Health, Alcohol & Drug services, or other mental hygiene service components.

Writes proposals for submission to State and Federal agencies;

Develop the programmatic requirements for input to contract management for contracts and letters of understanding which the department has with other County, non-profit, State, and Federal agencies;

Conducts reviews to evaluate the appropriateness of client participation in agency programs and to determine that the quality of services being provided is adequate and appropriate;

Monitors and reviews case records, policies, procedures, and practices to determine compliance with laws, rules, regulations, and standards of care;

**COORDINATOR OF PLANNING AND QUALITY ASSURANCE**  
**page 2**

Acts as liaison to other human services agencies involved in some aspect of the delivery of service for mental hygiene services;

Coordinates Inter agency activities with services offered by other agencies;

Assists in developing, implementing, and analyzing quality assurance instruments with Sullivan County mental hygiene programs, and contract and other agencies in receipt of Sullivan County or State funding;

Audits Sullivan County mental hygiene program units compliance with applicable NYS mental hygiene agency regulations;

On assignment by Director may act as liaison and assures compliance with state agencies reporting requirements.

Develops financial and programmatic statistical reports as needed.

Others duties as assigned.

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

**CHARACTERISTICS:** Thorough knowledge of the program regulations and standards for the service components for which the employee is responsible; thorough knowledge of mental hygiene disability agency functions at the State and Local levels; good knowledge of federal and state utilization review and quality assurance standards; good knowledge of accepted treatment regimens and standard medical alternatives used in the treatment of psychiatric disabilities and developmental disabilities; ability to provide direction and supervision to other staff members performing similar work duties; ability to understand and interpret complex planning information; ability to develop written local government plans relating to the delivery of mental health services; ability to prepare technical and informational data for administrative use; ability to prepare, analyze, and evaluate quality assurance reports; and ability to provide instruction to others in meeting planning and program requirements.

**COORDINATOR OF PLANNING AND QUALITY ASSURANCE**  
**page 3**

MINIMUM QUALIFICATIONS: Possession of a masters degree in social work, psychology, health services, business administration, public administration, or a related field, and two years of progressively responsible experience in providing quality assurance, the delivery of mental health services, utilization review, mental health planning, or related experience.

**NOTE:** Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Revised and Replaced in Classplan: 1/27/2023  
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NYS Civil Service Commission Approval: N/A