



United Keetoowah Band

Of Cherokee Indians in Oklahoma

Traditional. Historic. Cultural.
UKB Corporate Board

JOB DESCRIPTION

Job Title: Quality Assurance Specialist
Organizational Unit: Echota Behavioral Health
Supervisor: Clinical Director
FLSA: NON-EXEMPT
SALARY: BOE

JOB SUMMARY:

Echota Behavioral Health is seeking a licensed clinician with at least 3-years of direct treatment experience to conduct quality assurance and continuous quality improvement activities for our Behavioral Health programs. The ideal candidate will have extensive knowledge of substance abuse treatment and/or a social work background with knowledge of Medicaid regulations, and standards of care related to treatment planning, risk assessment and risk management, incident reporting and review, information sharing and confidentiality, utilization review, consumer rights and consumer participation and feedback in continuous quality improvement. Extensive knowledge is also required of standardized instruments and assessments, evidence-based practices, fidelity scales and measures related to providing services to populations with serious mental illness (SMI), co-occurring disorders, substance use disorders, trauma, homelessness.

Clinical Job Duties:

- Carry out quality assurance oversight activities defined in the quality assurance plans of the outpatient mental health clinic.
- Conduct regular and systematic review of EBH comprehensive assessments, progress notes, treatment plans and treatment plan reviews to ensure timeliness and quality.
- Present reports, findings and recommendations to the Clinical Director
- Ensure programs are in compliance with licensing, funding, and contracting requirements.
- Track, monitor, and measure the annual quality performance of the programs and develop recommendations based on annual changes.
- Identify staff training needs through auditing activities and work collaboratively with program supervisors to ensure staff attain competence for programs to be in compliance with regulations and standards of operation and state licensing board.
- Identify program gaps, weaknesses and strengths, and recommend new processes, policies and systems to support company compliance and quality improvement.
- Provide on-going support and technical assistance around quality assurance.
- Monitor and track the implementation of corrective action plans.
- Monitor, and maintain the policy and procedure manuals for the programs in collaboration with EBH's Legal Counsel and program directors to ensure manuals reflect current operations, include licensing and contracting changes.
- Develop reports and PowerPoint presentations for the behavioral health governing body, briefings and meetings; collect incident reports, conduct trending analysis.

- Conduct review of records for ‘high risk’ consumers to ensure risk assessment and risk management protocols adhere to policies and procedures.
- Support the EBH team leaders, clinical director through data tracking to support continuous quality assurance initiatives and projects.
- Conduct literature review and research evidence-based practices to support workforce development and the operations of the BH programs.
- Provide in-service training and promote staff development to ensure adherence to quality assurance and policies and procedures.
- Support program supervisors to create systems and processes that facilitate achievement of quality assurance goals and continuous quality improvement.
- Perform other administrative duties as required to support program operations.
- Adhere to agency cultural competency and anti-discriminatory practice.
- Attends departmental meetings as scheduled and directed.
- Represents the Echota Behavioral Health in the fostering of referral development.
- Participates on community boards, committees, or advocacy groups when required or appropriate.
- Follow all policies and procedures set forth by Echota Behavioral Health.

Other Requirements:

- **Human Rights Knowledge:**
 - Demonstrates knowledge of the client Bill of Rights and obligation to safeguard these rights.
 - Demonstrates knowledge of professional Ethics Policies.
- **Clinical Knowledge:**
 - Knowledge of difficult and complex human growth and development problems
 - Knowledge of psychological theory and principle with respect to clinical psychopathology affecting youth and the effects within a family system and community at large.
 - Knowledge of social work and systems, theories, and principles.
 - Knowledge of community systems, agencies and resources involved in the service provision for at risk youth and families.
 - Knowledge of social history assessment and reporting.
 - Knowledge of crisis intervention techniques.
 - Knowledge of best practice individual treatment approaches.
 - Knowledge of best practice family treatment approaches
 - Knowledge of clinical assessment, treatment planning, clinical intervention, clinical case management and case supervision principles.
 - Knowledge of Child Abuse Reporting Laws.

MINIMUM QUALIFICATIONS FOR CONSIDERATION:

- Master’s degree in a Human Services field is required.
- A license in a mental health discipline (LADC, LPC, LMFT, or LCSW) Current licensure in the state of Oklahoma is required.
- Minimum of two years’ experience with a behavioral health clinic preferred.
- The ability to maintain patient confidentiality is a must.
- Have knowledge of human growth and development.
- Have knowledge of individual and family treatment approaches.
- Have knowledge of assessment and treatment planning, and de-escalation techniques.

- Knowledge of technology and systems preferred.
- Follow all guidelines, regulations, standards, and Federal state and tribal policies.
- Must possess a valid Oklahoma Driver’s license and a clear background check.

Employee is fully aware that they may be required to follow other directions and to perform other duties as requested by the Echota Administrative/Clinical Director.

NOTE:

In reference to the Personnel Policy, Section 1-5 Employment At -Will. All employees who do not have a written contract with the employer for a specific fixed term of employment are thereby employed at the will of the employer for an indefinite period. Employment with the Health Center, without a written contract, is voluntary and therefore employees are free to resign at will at any time with or without cause or reason likewise, the health Center may terminate the employment relationship at will at anytime with or without notice and for any lawful reason deemed appropriate by the Tribe and Health Center staff or for good cause, bad cause, or no cause at all. This policy is commonly referred to as “employment -at- will.”

**UKB and Tribal preference applies.
Job description is subject to change.**

EMPLOYEE SIGNATURE & ACKNOWLEDGMENT PAGE:

Employee’s Signature

Date

Supervisor’s Signature

Date