

QI MANAGER POSITION

Horizon House Inc. is a nationally recognized provider of services to adults with support needs due to developmental disabilities, behavioral health issues, and substance abuse. With over 100 locations throughout Southeastern Pennsylvania and the state of Delaware, Horizon House provides services to a diverse population focusing on individual strength and choice.

We are currently seeking a qualified **Quality Improvement Manager** to join our Philadelphia Behavioral Health and Homeless Services team. The QI Manager reports to the QI Director and provides direct supervision to the QI Specialists and Record Clerk. Responsibilities include, but are not limited to the following:

- Conducts regular CBH quality documentation audits.
- Coordinates ongoing monitoring of documentation accuracy.
- Identifies and analyzes quality of care issues.
- Ensures that Policy and Procedure Manuals are consistent and in compliance with applicable State, County regulations.
- Validating information with administrative staff for outcomes management Provides staff training on various topics.
- Provides reports for outcome trend analysis to identify patterns and variations in services provided.
- Tracks incident/investigation reporting and provides reports on trend analysis.
- Coordinates complaint/grievance activities
- Provides feedback and works with the QI Director in the development of focused educational programs on results of auditing and monitoring activities to affected staff and physicians.

Qualifications:

- Bachelor degree with two years experience in management; and at least 3-4 years of related experience, or any other combination of experience or training that would provide the level of knowledge, skill and ability required.
- Proficient in computer and internet applications (MS Office and other database skills).
- Knowledge of statistics, data collection, analysis and data presentation.
- Excellent interpersonal communication and problem-solving skills.
- Familiarity with accreditation and or state licensure review processes.
- Very good communication skills, both oral and written.
- Ability to interact with all levels of staff and interdisciplinary teams to achieve established goals.
- Strong written, verbal, organizational and analytical skills.
- Ability to travel to several location
- Ability to work within a team and work independently, and must be detail-oriented.

Horizon House offers competitive compensation and a comprehensive benefit package including: medical & dental insurance, (9) nine paid holidays, generous paid time off, tuition reimbursement, retirement savings plan, voluntary tax sheltered annuity, transit benefit program, opportunities for advancement and more. To be considered an applicant, please visit our website at www.hhinc.org and click on the careers tab and follow the prompts to complete an application.

- **Horizon House, Inc. is an Equal Opportunity Employer - Male/Female/Veteran/Disability**