



# Community Care Network

## Rutland Mental Health Services & Rutland Community Programs

**Community Care Network is looking for a Developmental Services Quality Manager to join our team!**

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through a responsive, innovative and collaborative human service

### **About the Role:**

A member of the Developmental Services (DS) Quality Team, the Quality Manager develops and engages in quality improvement activities to ensure quality, safety, and compliance expectations are met, including review of required documentation. Conducts analysis of data and trends—establishing innovative, streamlined approaches to ensure staff maintain compliance with maximized efficiency.

The DS Quality Manager works closely with the Administrative Team, Program Directors, and other members of the Quality Team to ensure preparedness for Quality Service Reviews, Agency Designation, and Provider Agreement-related reporting.

### **Responsibilities:**

- Provide leadership and oversight of quality assurance and quality improvement across all Developmental Services programs.
- Ensure consistent practices in client placements, service coordination, service delivery, monitoring and support.
- Establish and enforce standards for quality, compliance, and documentation.
- In coordination with the Director of DS, establishes and monitors key performance indicators (KPIs) and benchmarks to evaluate the effectiveness of services and identify areas for improvement.
- Develops and maintains forms, tools, processes, guides, etc., to enhance quality and compliance as needed.
- Reviews Critical Incident Reports (CIRs) and event reports for accuracy, completeness, and alignment with regulatory guidelines prior to submission. Provides feedback to staff as needed. Follows-up with State regulators as needed.
- Identify discrepancies, risks, or non-compliance and require corrective action.
- Assesses documentation for quality and compliance; provides feedback and follow-up.

- Facilitates Peer Reviews, assures feedback and follow-up are provided. Recommend system changes and training based on results.
- Analyzes data, tracks trends, and prepares reports to allow teams to accurately monitor quality and compliance measures.
- Oversight of internal and external audits and inspections to include preparation for the program's redesignation, group home licensing, CNN outcome reporting and annual Quality Services Reviews.
- Makes recommendations to Leadership for Continuous Quality Improvement.
- Interfaces with State Regulators around rules and regulation changes, CIRs, systems practices, etc.
- Provides clear expectations, ongoing support, feedback, and supervision to direct reports.
- Ensure staff are compliant with all mandatory training.
- Facilitates quality improvement activities based on annual satisfaction surveys.
- Stays informed about best practices and new approaches/expectations.
- Participate in meetings, trainings, in-services and supervision as required.
- Participates in the overall planning, development, and evaluation of services including the agency's strategic plan, outcome measures, and Local System of Care Plans.
- Coordinate with Care Coordinators, Direct Support Professionals and other staff as appropriate to resolve identified issues; escalate unresolved concerns as appropriate.
- Conduct timely and comprehensive reviews of: Public Safety/Act 248 records, Peggy's Law disclosures.
- Responsible for providing Developmental Services on-board training including, but not limited to, pre-service, in-service, Person-Centered Planning, Therapeutic Options, SOTIPS, VOTIPS, Behavioral Support Plans, and Community Behavioral Support Plans.
- In Collaboration with the DS Nursing Supervisor, support auditing and monitoring efforts to enhance Developmental Services Medication Administration program.
- Oversee the Developmental Services training program to ensure training plans are consistently implemented and effective, training content is current and compliant, staff competency is documented and maintained.
- Ensure training progress and outcomes are documented and reviewed at least semi-annually with Director of DS and Director of Quality Assurance and Compliance.
- Other duties as assigned.

**Qualifications and Competencies:**

- Bachelor's degree in related field.
- 4 years minimum experience in developmental disabilities services or mental health services required. Experience in quality-related activities preferred.
- Eligible for Qualified Developmental Disabilities Professional (QDDP) status.
- Demonstrated knowledge of developmental disabilities service systems, person-centered planning principles, and applicable state and federal regulations.

- Knowledge of Vermont Developmental Services regulations, licensing standards, Agency of Human Services requirements, and quality review processes preferred.
- Strong analytical skills with the ability to collect, interpret, and present data to identify trends, risks, and opportunities for improvement.
- Excellent written, verbal, and interpersonal communication skills, including the ability to effectively collaborate with staff, leadership, regulatory agencies, individuals served, and community partners.
- Demonstrated proficiency with electronic health records, Microsoft Office applications, data management systems, and reporting tools.
- Must have a valid driver's license, reliable transportation with personal automobile liability insurance coverage at or above the levels mandated by the State of Vermont
- \*Successful completion of a criminal history background check after hire.

**What's in it for YOU:**

- Competitive salary \$63,000.00 - \$70,500.00 (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
  - o 401(k)
  - o 401(k) matching
  - o Dental insurance
  - o Employee assistance program
  - o Flexible schedule
  - o Flexible spending account
  - o Health insurance
  - o Health savings account
  - o Life insurance
  - o Paid time off
  - o Professional development assistance
  - o Retirement plan
  - o Tuition reimbursement
  - o Vision insurance
- Career Training and Development
- Collaborative and engaging team meetings with supervision

**CCN is an Equal Opportunity Employer.**