

QUALITY ASSURANCE SENIOR PROGRAM COODINATOR

The Department

The Human Services Department (HSD) delivers and supports services by forging long-term community partnerships, engaging with and building the capacity of the community to do its own problem-solving, and leveraging financial and volunteer resources.

The Position

The Quality Assurance Senior Program Coordinator oversees quality assurance activities of the behavioral health programs (Mental Health and Substance Use Treatment) for the Youth and Family Services Division and other divisions providing behavioral health services. The incumbent will perform routine audits of clinical client records, tabulation and reporting of audit results to individual programs, to ensure the programs comply with State Medi-Cal standards. This position is a core member driving the Human Services Department's quality assurance and improvement processes in partnership with the department's clinical and billing management team.

Examples of Job Duties

- Oversee clinical quality improvement processes and behavioral health record review.
- Develop internal audit processes to ensure compliance with state mental health and drug Medi-Cal documentation and timeliness requirements are met.
- Represent department at all county-based QA meetings/events and state conferences for larger system changes such as California Advancing and Innovating Medi-Cal (CalAIM) and Substance Use Disorder (SUD) services.
- Develop working relationships with county QA to provide continual improvements to City of Fremont work-flow and compliance issues.
- Review, gather and synthesize county policies, contract and documentation requirements to ensure compliance including Site Certification requirements.
- Develop training manuals/materials and evaluation processes to align with employee performance standards.
- May be required to supervise clinical program staff.
- The complete job description can be viewed [here](#).



City of Fremont is an innovative city in the heart of the Bay Area and Silicon Valley, known for clean technology, advanced manufacturing, low crime, excellent schools, quality parks and a diverse population of over 229,250 residents. As a significant economic force in the region, Fremont aims for innovation in municipal government led by City Council and City Manager.

Qualifications

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Education and Experience.

- Master's degree in psychology, counseling, social welfare, or comparable field and two years of experience providing quality control of behavioral health records and State Medi-Cal documentation standards. Five years of progressively responsible experience is desirable.

Licenses/Certificates/Special Requirements

- This position requires the ability to travel independently within City limits, so possession of a valid California Class C Driver's License is required at time of appointment.
- Currently valid license in one of the following:
 - Marriage and Family Therapist
 - Clinical Social Worker
 - Clinical Psychologist
 - Professional Clinical Counselor

Ideal Candidate

The ideal candidate will have specialized experience overseeing Behavioral Health Medi-Cal documentation standards and controls and possess excellent organizational and communication skills, and will demonstrate the ability to quickly analyze, and synthesize policy, and adapt existing internal systems to comply with changing quality assurance/documentation requirements. The candidate will have excellent customer service, and keen observation and evaluation skills. The candidate will be proficient in Specialty Mental Health (EPSDT), Adult Outpatient Treatment, and Drug Medi-Cal documentation and billing requirements. Experience working in city and county government environment is highly desired.

Annual Salary Range

\$100,235 - \$121,828

A summary of benefits can be viewed online:

[Benefits Summary](#)

The City of Fremont is an Equal Employment Opportunity Employer.

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