



## EMPLOYMENT OPPORTUNITY

Tri-City Mental Health Services invites your application for the position of:

### **MANAGER OF BEST PRACTICES (Full-Time)**

**ANNUAL SALARY: \$99,154.80 - \$128,901.24 (DOQ)**

**APPLY BY: OPEN UNTIL FILLED**

#### **THE POSITION**

Tri-City is looking for **one (1)** individuals to serve as a Manager of Best Practices for the **Best Practices Department**. This position has the responsibility for the day-to-day management of the Agency's compliance, accuracy, uniform and appropriate application of program requirements with Federal and State mandates, Quality Improvement Work Plan, use of Electronic Health Record, the development, operation, implementation, evaluation, the evaluation of performance and outcomes of Agency programs, the design and implementation of quality improvement plans, and the development of best practices within the Agency. This position reports to the Chief Compliance Officer and will have direct supervision of the Quality Improvement Supervisor and Program and Outcomes Analyst Supervisor.

This position is responsible for a variety of ongoing responsibilities including, but not limited to:

- Manage and supervise the Quality Assurance and Quality Improvement Divisions in support of the Agency's mission, vision, and core values, and create an environment of trust and open communication;
- Provide guidance to subordinates on Agency and Division philosophy, goals, objectives, policies, and procedures through supervision meetings, staff meetings, and work review; assist and participate in the development and coordination of in-service training and staff development training;
- Develop, implement and evaluate Agency Best Practices and Process that are consistent with federal and State laws and regulations, Agency rules, guidelines, and values, and departmental requirements and needs ; develop systems and standards for ongoing program evaluation; develop and implement, comprehensive and detailed monitoring/audit processes, and assure Agency activities are in compliance with

#### **TRI-CITY FULL-TIME BENEFIT OVERVIEW:**

**SALARY:** Merit increases available annually based on performance, budget availability and supervisor approval.

**VACATION:** 80 hours per year, increasing with years of service. Cash out option available.

**HOLIDAYS:** 10 paid holidays per calendar year plus additional 16 hours of floating holidays.

**SICK LEAVE:** 88 hours per year with no cap.

**RETIREMENT:** Tri-City participates in the California Public Employees Retirement System (CalPERS) with a retirement formula of 2% @ 55 for Classic members & 2% @ 62 for PEPPA members; employee contributes 7% & 6.25%, respectively; no Social Security.

**HEALTH INSURANCE:** Medical (Kaiser HMO), dental (MetLife PPO) & vision (EyeMed) of which Tri-City pays 80% of premiums.

**LIFE INSURANCE:** Paid at 1 times annual salary.

**ADDITIONAL BENEFITS:** STD/LTD & ADD, FSA, EAP, Deferred Compensation (457b), Credit Union, Bilingual Pay, On Call Pay, Employee Referral Program, Public Service Loan Forgiveness & paid time off for CME, etc.

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specified laws; Explore solutions, recommend methods, and implement practices to maintain compliance expectations and best practices, in addition to exploring ways to improve quality throughout the system of care.

- Evaluate and audit the effectiveness of existing programs to assure program services provided by the Agency meet federal and State legislated regulations and standards and, within Agency guidelines, develop, recommend, and implement new programs and/or modify existing programs.
- Plan, organize, and direct quality improvement projects throughout the Agency to respond to the needs of clients, and new/upcoming funding sources.
- Assist with the development and coordination of the Agency's Best Practices and Processes committee and sub-committee meetings), track requirements presented at Quality Improvement meetings and discuss with Chief Operations Officer and Director of Clinical Program Services.
- Other duties as assigned, etc.

**QUALIFICATIONS:** Must be a Marriage and Family Therapist (LMFT) or Clinical Social Worker (LCSW) licensed in California by the State Board of Behavioral Science or a Psychologist licensed in California by the State Board of Psychology; must have & maintain a valid Class C California Driver's License; must have three years of increasingly responsible clinical leadership or administrative leadership experience in community mental health; and must have experience and be proficient in Microsoft Word, Excel & Access, Electronic Health Records (EHR).

Any combination of education and experience that would provide the required knowledge, abilities and skills may be considered as qualifying. \*Candidates may be hired above the minimum salary range depending on qualifications (DOQ).

#### **APPLICATION & SELECTION PROCESS:**

Applications will be received and reviewed through CalOpps website. Those candidates, whose applications indicate that they are most qualified, will be invited to attend an oral interview. If necessary a second and third oral interview will be conducted.

To apply, please visit our Career Page at <http://www.tricitymhs.org/careers> or via CalOpps at: <https://www.calopps.org/node/11282471/recruitments>

You must apply online. Tri-City does not accept fax, email or copy applications. You may include a cover letter and resume, however, resumes in lieu of completion of the online application are not accepted. Questions regarding this recruitment can be directed to:

**Email:** [hr-team@tricitymhs.org](mailto:hr-team@tricitymhs.org)

#### **AN EQUAL OPPORTUNITY EMPLOYER**

*Tri-City does not discriminate on the basis of race, religion, color, national origin, ancestry, disability, marital status, age, sex, sexual orientation, gender or gender identity. Tri-City maintains and enforces a zero-tolerance policy relating to substance abuse and maintains a smoke-free workplace.*

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## ABOUT TRI-CITY

Tri-City Mental Health Services is a public agency serving the diverse communities of Pomona, Claremont, and La Verne.

Established in 1960, Tri-City Mental Health Services (TCMHS) was conceptualized as a comprehensive mental health service provider, dedicated to helping families and individuals of all ages reach their full potential. Through close and dedicated collaboration with the community it serves, TCMHS has successfully created an integrated system of care that ensures access and enhances mental and emotional health. Available services include but are not limited to psychotherapy, clinical case management, medication support, peer-to-peer support, psychoeducation, linkage and referral, vocational training and support, socialization activities, and community outreach.