

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

SUPERVISORY POSITION

JCN: 385
RANGE: 670
EXEMPT

QUALITY SUPPORT SUPERVISOR

BASIC FUNCTION:

Under the direction of the Assistant Superintendent, Student Services and Director of Behavioral Health Clinical Services, oversee Behavioral Health services and ongoing activities related to the development, implementation, and maintenance, of policies and procedures covering the privacy and access of patient health information; ensure quality control standards for services and documentation; monitor customer satisfaction; ensure compliance with Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) and all other applicable state and federal laws; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Collaborate and coordinate with Fresno County Superintendent of Schools (FCSS) administration, staff and outside agencies to ensure quality control management systems, compliance, and documentation are functioning properly; advise on system changes; develop and implement training to enable others to achieve quality standards.
- Coordinate and direct communications, information and staff to meet county office personnel needs and ensure smooth and efficient department activities; direct the preparation, analysis, processing and distribution of departmental correspondence, forms and documents; assist with communications to administrators, personnel, outside organizations and the public to coordinate activities and programs and exchange information.
- Develop and maintain systems to ensure compliance with contracts through the implementation of process controls; evaluate and implement ways to increase efficiency; establish standards for quality, health and safety.
- Develop relevant tools and ensure supervisors and other staff understand how to improve on quality care and documentation.
- Devise, define and establish quality control procedures, standards and specifications in conjunction with administration, program, and clinical staff.
- Ensure current registration of licensed and/or waived staff with the applicable licensing board, including but not limited to, the Board of Behavioral Sciences, Board of Psychology, and/or Medical Board of California.
- Establish and maintain controls and documentation procedures; perform and lead quality audits.
- Identify and lead quality improvement projects; implement change in collaboration with administration, directors, and staff; evaluate progress on quality improvement.
- Maintain Network Adequacy Certification Tool (NACT); develop and submit county and state reporting as required.
- Manage health information and oversee the processing of requests for health information according to HIPAA regulations.
- Manage the enrollment and discharge of youth and/or students in the Electronic Health Record (EHR) database.
- Monitor and advise on the performance of the quality services, documentation, legal and ethical standards, and compliance; ensure appropriate and proficient use of the EHR; produce data and report on performance; measure against set standards.

- Participate in critical incident response and formulate strategies to improve policies and procedures; conduct investigations regarding complaints as assigned, ensure proper and timely resolution; and resolve personnel-related issues and concerns with discretion and confidentiality.
- Perform professional and highly complex statistical research and data analysis in support of the Behavioral Health Services and assigned departments and programs; monitor performance by gathering relevant data and producing statistical reports.
- Plan, develop and implement training, workshops and other staff development activities for county office employees, including but not limited to, NACT, EHR, HIPAA, FERPA, quality control systems and documentation, implementation and oversight of Medi-Cal documentation standards; prepare and deliver oral presentations; assist in the preparation of related training and support materials.
- Provide support in the writing and implementation of grants.
- Provide technical expertise, information and assistance as assigned regarding Behavioral Health services, functions and related needs and issues; assist in the formulation and development of policies, procedures and programs.
- Review behavioral health services to ensure consistency to meet the needs of both internal and external requirements are met; ensure legal compliance, customer client expectations and requirements.
- Work with FCSS departments as applicable to establish quality control requirements from external suppliers.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or termination.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations as requested.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Ability to work on a flexible schedule to attend evening and weekend meetings/conferences, as assigned and to coincide with department calendared meetings.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Family Educational rights and Privacy Act (FERPA) regulations.
- Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Medi-Cal budgetary, billing, reporting and auditing requirements.
- Network Adequacy Certification Tool (NACT) requirements.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Collaborate with others to ensure an integrated seamless system is achieved.
- Develop and analyze a variety of reports and files.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- Bachelor's degree in Psychology, Social Work or related field.
- Master's degree in Marriage and Family Therapy, Clinical Social Work, Clinical Counseling, Psychology or related field.

EXPERIENCE:

- One year of increasingly responsible experience working in the field of Behavioral Health, Education or related field.
- Health information administration or management preferred.

LICENSURE AND OTHER REQUIREMENTS:

- Valid California Board of Behavioral Sciences license as one of the following: Licensed Marriage & Family Therapist (LMFT), or Licensed Clinical Social Worker (LCSW), or Licensed Professional Clinical Counselor (LPCC), or Licensed Clinical Psychologist or Licensed PhD in Psychology, or Licensed PsyD in Psychology.

- Registered Health Information Administrator (RHIA) and Certified Healthcare Privacy and Security (CHPS) or Registered Health Information Technology (RHIT) and Certified Healthcare Privacy (CHP) preferred.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program may be required at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 10/17/2018

Revised: 07/01/2021