



A Family member of Community Based Care, LLC. (CBC)

www.cbcarellc.com

Director of Quality Management and Training

About us: Community Innovations is a person-centered residential and community based service provider that has been supporting people with intellectual and developmental disabilities since the establishment of our first group home in 1988. We offer a continuum of care which means that the needs and self-direction of each person can be accommodated as they grow. We believe in supporting all people to have better lives and we value collaborative teamwork and commitment to our mission. Community Innovations has programs across eastern North Carolina with homes in rural communities as well as suburban neighborhoods. Our corporate office is located in Whiteville, North Carolina.

Purpose of the Position: The Quality Management and Training Director serves as an integral part of the Senior Management team and will provide oversight and monitoring of the company's quality management and training programs.

Responsibilities include:

- Ensuring and improving quality of services.
- Developing and implementing quality improvement/quality assurance plan.
- Providing oversight of internal quality assurance monitoring. Creating and implementing quality improvement initiatives.
- Developing and reporting individual and corporate outcomes and compiling quarterly outcomes data.
- Monitoring all incident reporting.
- Overseeing corporate Human Rights Committee.
- Responsible for internal staff development and training.
- Ensuring training compliance and providing oversight of Relias Learning system.
- Participating in strategic planning and other executive functions.
- Collaborating with corporate management team members to develop policies and procedures in order to attain strategic and organizational goals.
- Developing and maintaining relationships with internal and external partners including people served, family members, community employment partners and others.
- Serving as liaison between company and contracted LME/MCOs.
- Overseeing CARF accreditation process.

Education, experience and skills required:

- Bachelor's degree and three years' experience in behavioral health, or Master's degree and one year of experience.
- Excellent communication and collaboration skills.
- Willingness to take the initiative to learn and gain needed skills.
- Willingness to seek creative solutions to problems.
- Experience with I/DD population preferred.
- Strong computer skills. Familiarity with Excel and Google Suite preferred. Familiarity with presentation, data tracking, and data analysis platforms a plus.

Benefits, including health insurance, 401K, generous PTO, are provided to all full time employees.

Community Innovations is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age, sex, marital status, national origin, disability or handicap or veteran status.

Send resume to Melinda Frederick mfrederick@communityinnovations.com

