



The community's go-to for supporting and empowering change.

Behavioral Health Quality Assurance Coordinator

HelpLine of Delaware and Morrow Counties, Inc., is seeking a self-motivated, analytical, detailed-oriented professional to fill the role of the full-time Behavioral Health Quality Assurance Coordinator with demonstrated knowledge of QA/Continuous Quality Improvement (QA/CQI) processes, educational training and direct experience in the field of social services, behavioral health, public health or related field.

This is a full-time (40 hours per week), non-exempt, in-person position reporting to executive management. The position is currently not eligible for alternative work arrangements. The starting hourly compensation range is \$23 to \$28/hr with access to the full complement of available benefits. The work location is based in Delaware, Ohio.

REQUIREMENTS

- + Bachelor's Degree in Social Services, Behavioral Health, Public Health or related field
- + Minimum of three (3) years of demonstrated experience with the QA/Continuous Quality Improvement process as it relates to non-profit service organizations (preferably in behavioral health) or related field; work should include applied direct work experience with data collection, analysis, developing, implementing, and presenting findings/reports
- + Possess strong analytical, problem-solving, project management, outstanding organizational and prioritization skills and attention to detail
- + Ability to effectively utilize various forms of computer technology (e.g., Microsoft Office, excel spreadsheets (advanced knowledge of excel functionality highly desirable), Google platforms, learn to run call and hotline documentation reports
- + Strong, clear and concise oral and written communication skills, including public speaking, and excellent interpersonal skills
- + Demonstrated flexibility, adaptability and ability to manage concurrent projects, prioritize tasks and meet deadlines
- + Demonstrated ability to work in a fast-paced environment
- + Clear alignment with agency values around ensuring a trauma informed approach and diversity, equity, and inclusion work
- + Ability to pass Background Check and Motor Vehicle Report

RESPONSIBILITIES

- + Coordinates the agency quality assurance /CQI process based on key performance metrics to meet the goals and outcomes around service delivery and administrative processes with a primary focus on 988, the national suicide prevention hotline, a new statewide program
- + Maintains up-to-date knowledge of related policies and procedures as well as trends/best practices in the non-profit behavioral health industry including those specific to 988
- + Works in partnership with staff/leadership to ensure that we are implementing accreditation and any statewide or local policies, procedures, and training and monitoring ongoing compliance with standards as appropriate
- + Gathers, analyzes data and develops and implements, and oversees internal and external data reports. Submits any required data as requested/required and in accordance with proscribed deadlines
- + Ensures a comprehensive Quality Assurance/CQI plan that meets all requirements and is updated regularly
- + Represents the agency in statewide 988 partnerships regarding quality assurance program development, implementation, monitoring and evaluation. For example, attends monthly community of practice meetings with 988



National Suicide Prevention Lifeline providers focused on data collection, analysis, and data-driven quality improvement planning activities

WHY WORK FOR HelpLine?

- + Full-time, non-exempt position with competitive salary with personal growth and professional development opportunities
- + Outstanding total rewards package, which includes but not limited to:
- + 100% employee health, life, dental, and Long-Term Disability (LTD) premium coverage
- + Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match required and vested at enrollment
- + Voluntary life insurance and other optional benefits are available
- + Employee Assistance Program (EAP)
- + Earned vacation, sick and flex time
- + Mileage reimbursement for all work -related travel
- + HelpLine values diversity, inclusion and strives for a healthy work/life balance
- + Stable funding in an organization with over 50 years serving the community

HOW TO APPLY

For full consideration please submit a complete application which consists of a cover letter and resume to Susan Hanson, Executive Director, at shanson@helplinedelmor.org. Applications will be accepted until the position is filled.

ABOUT HelpLine

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, sex, age, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board and partially funded by SourcePoint. A United Way partner, HelpLine is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services. For more information, visit: www.helplinedelmor.org.