



## Director of Quality Operations

### ORGANIZATION

Every day we commit our unique experience, expertise and compassion to help our entire community be as vibrant, strong and healthy as it can be. MV Community Services (MVCS) responds to the ever-changing needs of our community. We have an impact on infants, children, teens, families, seniors and all who call the Island home. We are here for our neighbors when they need us, regardless of ability pay. For more than 50 years, MVCS has offered affordable childcare, accessible mental health care, disability support services, domestic and sexual violence support and so much more. As the Island's social services safety net, we partner with various organizations to create a healthier Martha's Vineyard.

### POSITION SUMMARY

The Director of Quality Operations assumes a pivotal role in engaging Program Management in quality processes across the organization. As such, the Director will effectively lead day-to-day implementation of the MVCS Quality Management Plan. The Director will also implement and maintain HR processes. The expected division of responsibility is 70% Quality Management and 30% Human Resources. The Director is the primary liaison with One Digital/Insight, the organization's outsourced HR provider. The Director of Quality Operations supports key quality management functions of the organization in accordance with the policies and practices of the Agency, the ethical and social consciences of business and society, and the laws, regulations and administrative rulings of governmental organizations and other regulatory and advisory authorities and organizations.

The Director of Quality Operations works to assure the following:

- MVCS QMP is actively implemented throughout the organization
- Stakeholder engagement is maintained and fostered.
- MVCS is in compliance with regulations of licensing bodies, laws and regulations of governmental bodies.
- HR processes are monitored and maintained following relevant regulations

### RESPONSIBILITIES: (\* Essential Job Functions)

1. Supports and educates the Quality Management Team and its Working Groups (WGs), and Performance Improvement Teams (PITs), which address short-term and long-term initiatives, respectively. Promotes strong organizational accountability for Quality Management Plan, Strategic Plan, and Operational Plan goals. \*
2. Maintains the Quality Management Team calendar, with embedded operational and strategic benchmarks. \*
3. Engages data-rich improvement cycles that apply PLAN-DO-CHECK-ACT [PDCA] or DEFINE-ANALYZE-IMPROVE-CONTROL [DAIC] or other quality management approach to improve organizational performance.
4. Develops, updates, and reviews agency policies and procedures, and brings these to Quality Management Team, Administrative Leadership Team, and Board, as requested by the VP of Quality and Clinical Operations. \*



5. Works with the Quality Management Team Chairs and Co-Chairs to develop systemized data collection and reporting processes related to the goals and objectives of the Quality Management Plan and other organizational improvements. \* Brings in other administrative and/or supportive resources to ensure data systems occur in routinized and well-communicated manner.
6. Links quality management and financial systems.
7. Supports the agency wide development of a culture of continuous quality improvement
8. Leads projects pertaining to the QMT and ALT, and other groups and committees, to meet agency goals regarding Strategic, Operational, and Quality Management Plans, and associated tasks.
9. Supports executive/senior management, quality management, and regulatory compliance staff to prepare for licensing, re-accreditation, and/or other external reviews. Sets in motion ongoing and proactive (decentralized) processes to assure adequate program preparation for external review.
10. Manages HR processes including supporting an efficient onboarding and off boarding process, management of personnel files, benefits management, as well as other associated HR functions. \*
11. Serves as primary contact for OneDigital/INSIGHT related to organization and execution of outsourced Human Resources functions.
12. Ensures employee data are entered in EmployeeForward and PayrollForward to ensure seamless communication between HR and Payroll functions.

## QUALIFICATIONS

- ❖ Minimum of Bachelor's degree. Masters Preferred.
- ❖ Strong leadership, organizational and planning skills
- ❖ Demonstrate a working knowledge of information systems, data base management, and processes for data collection and analysis.
- ❖ Possess excellent verbal and written communication skills.

This statement contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically requires, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

*Martha's Vineyard Community Services is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, gender identity or expression, genetic information or any other legally protected status.*