

# Director of Quality Improvement

(COMM SVS BD PLNG/DEV DIR – 52012351)



## Fairfax-Falls Church Community Services Board

*The Merrifield Center is a premier collocated and integrated primary and behavioral health care center.*

## Fairfax County Government

*Shaping the Future of Government*



## ***About Fairfax County***

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Formed before the Revolutionary War, Fairfax County was home to many of America's earliest statesmen, including George Washington of Mount Vernon, and George Mason of Gunston Hall. The county's rich history encompasses the entire existence of the nation. Today, Fairfax County is one of the premier centers of commerce and technology in the United States. Located just west of the nation's capital, Fairfax County is the most populous jurisdiction in the Commonwealth of Virginia, with 13.7% of Virginia's population. It is a great place to live, work, play and do business.

Governed by a 10-member Board of Supervisors, Fairfax County Government consistently achieves high praise for fiscal stability, quality service and technological sophistication. The total fiscal year 2016 General Fund budget was \$3.8 billion. Fairfax County continues to maintain an exceptional Aaa/AAA/AAA bond rating. Only eight states, 37 counties (including Fairfax), and 37 cities hold this highly coveted "Triple A" rating from the three leading rating agencies – Moody's Investor Service, Standard & Poor's, and Fitch Investor Service.

Fairfax County has been nationally recognized as a leader in government performance measurement, garnering the International City and County Management Association's Center for Performance Measurement Certificate of Excellence every year since 2009. The County has an excellent school system and is a national leader in K-12 public education. The public school system is one of the highest-rated school systems in America. Fairfax County is also a leader in higher education, where five major colleges and universities, including the main campus of George Mason University are located. Northern Virginia Community College – the largest community college in the Commonwealth of Virginia – has two campuses in Fairfax County. For more information about Fairfax County Government, visit [www.fairfaxcounty.gov](http://www.fairfaxcounty.gov).

## ***About the Fairfax-Falls Church Community Services Board***

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The Fairfax-Falls Church Community Services Board (CSB) was established in 1969 by the joint action of Fairfax County, the City of Fairfax, and the City of Falls Church. This action was taken in accordance with the State Code, which requires every jurisdiction in the Commonwealth of Virginia to establish a CSB or join with neighboring jurisdictions. The CSB serves an area of nearly 410 square miles, with a population of over 1.1 million, and is the largest of the 40 Community Services Boards in the Commonwealth. In FY 2015, the CSB served approximately 22,000 individuals. Fairfax-Falls Church CSB operates as part of Fairfax County's Health and Human Services system, which is designed to protect and promote the health and welfare of county residents through a decentralized program.

The CSB provides services to children, youth, adults, and families, through community-based programs for individuals who experience mental illness, substance use disorders and intellectual and developmental disabilities. The CSB also provides early intervention services for infants and toddlers who have developmental delays.

A 16-member administrative policy board oversees the establishment and operation of these local services. CSB Board members are volunteers appointed by county district supervisors or by the chair of the Fairfax County Board of Supervisors. One member is appointed by the Fairfax County Sheriff. Board members may serve up to three terms consecutively, and each term lasts three years.

The Fairfax-Falls Church Community Services Board is an integral part of a networked human services system that includes a central administrative agency. The agency is licensed by the Virginia Department of Behavioral Health and Developmental Services and is the largest local government behavioral health organization in Virginia. Total annual agency funding exceeds \$160 million, with additional funding obtained through reimbursed state/federal sources, third party insurance, and consumer fees for service.

## ***Mission Statement***

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To provide and coordinate a community-based support system of for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, intellectual disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

## ***Values***

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- **Respect for the people we serve**  
Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.
- **Quality in the services we provide**  
The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.
- **Accountability in all we do**  
The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in an effective and efficient manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work and process improvement is anchored in continuous data review.

## ***Service Areas***

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The CSB provides services which assist, improve, and maximize the potential of individuals affected by these conditions and strengthen their capacity for living self-determined, productive, and valued lives

within our community. The agency mission is pursued through a continuum of services within two functional service divisions: treatment and community living.

**Treatment:** Services include entry and screening, crisis stabilization, detoxification as well as services to people who are incarcerated or court-involved. Also included in our treatment services are emergency services, outpatient, and day treatment as well as intensive treatment in residential settings and in the community.

**Community Living:** Services include daytime supported employment, group homes, support coordination, wellness and health promotion, and outreach.

Although many services are offered directly in the community, the Fairfax-Falls Church CSB manages and operates many residential and treatment facilities throughout the county. Of special note is the 2015 opening of our 120,000 square foot behavioral health center. With other county Human Service agency partners, the Merrifield Center offers a full array of primary and behavioral health services in a collocated and integrated service facility.

### *The Position*

A challenging and rewarding position exists for an experienced, results-oriented, Director of Quality Improvement, to be responsible for the CSB's system-wide development and implementation of continuous quality improvement, quality assurance, risk management, and human rights programs to inform and impact all clinical and administrative services. Guides the integration of the principles of continuous quality improvement into the oversight and delivery of clinical services and administrative operations, leads the agency's quality assurance functions to maintain compliance with federal and state laws, and provides effective risk management activities within the continually evolving and rapidly changing behavioral health and developmental disability field. Reports to the CSB Deputy Director of Administrative Operations for all day-to-day administrative matters relating to quality improvement, quality assurance, risk management, and human rights. Collaborates directly and frequently with the executive staff and the CSB Board of Directors on salient quality issues.

### *The Candidate*

The ideal candidate will be able to quickly identify quality improvement, quality assurance, risk management, and human rights issues, develop strategies, and formulate plans to mobilize resources that can be clearly communicated to the executive staff and the CSB Board of Directors. This candidate will have expertise and knowledge of/in:

- Leadership;

- Collaboration;
- Planning;
- Program Management;
- Outstanding skills and experience in quality improvement, quality assurance, and risk management; and
- Implementation of strategic initiatives.

## ***Education and Experience***

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### ***Employment Standards***

[Any combination of education, experience, and training equivalent to the following:](#)

Graduation from an accredited college or university with a bachelor's degree in related fields such as, psychology, social work, nursing, public health, public administration, public policy, health care administration or related field; plus at least five years of experience in a large organization with increasingly professional responsibilities in behavioral health care compliance, HIPAA, operations, clinical, financial and quality assurance to include at least five (5) years of supervisory experience.

### **CERTIFICATIONS AND LICENSES REQUIRED:**

- Health Care Compliance Certification with either the Health Care Compliance Association (HCCA), or Society of Corporate Compliance and Ethics (SCCE), is required and in good standing. Such as:
  - Certified Health care Privacy Compliance (CHPC)
  - Certified Health Care Compliance (CHC)
  - Certified Compliance and Ethics Professional (CCEP)
- Valid Driver's License.

### ***Special Requirements***

***The appointee to this position will be required to complete a criminal background check, a Child Protective Services Registry check, credit check, driving record check, and sanction screening to the satisfaction of the employer. A TB screening upon hire.***

***This position is emergency/essential services personnel. (Required to report for duty during inclement weather and/or other emergencies).***

### ***Compensation and Benefits***

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Salary is negotiable within an established range (\$88,852.19 - \$148,087.06) depending on the qualifications and relevant experience of the selected applicant. Fairfax County Government's total compensation package includes:

- Defined benefit retirement system and deferred compensation program option.
- Outstanding and affordable health, dental and life insurance plans.
- Generous paid holiday schedules and leave programs.

Use this link for a complete list of benefits: <https://www.fairfaxcounty.gov/hr/fairfax-county-benefits-summary>.

### **To Apply**

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Submit your resume through Fairfax County's online application system at:  
<http://agency.governmentjobs.com/fairfaxcounty/>.

Refer to **Job 21-01228** when applying. Deadline to apply is by 5:00 p.m. EST, July 23, 2021.

**Fairfax County is an Equal Opportunity Employer that does not discriminate on the basis of race, color, sex, creed, religion, national origin, age, disability, genetic information, veteran’s status, political affiliation, genetics or disability in the recruitment, selection, and hiring of its workforce.**

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 711. EEO/AA/TTY.

**FAIRFAX COUNTY  
DEPARTMENT OF HUMAN RESOURCES  
12000 Government Center Parkway  
Suite 270  
Fairfax, VA 22035  
703-324-3311 TTY 711**

