



Quality Director
Adult Services
Job Description

Job Classification: Exempt, Full-time

Work Schedule: As negotiated

Reporting Relationship: Chief Administrative Officer

The Quality Director's primary focus is the development, implementation, and monitoring of day-to-day operations of effective, person-centered, compliant Adult Services programs. The position must be able to demonstrate understanding of federal and state laws and regulations. Demonstration of strong planning and problem-solving skills with the ability to design, train and implement effective monitoring systems will be a priority. The position maintains the ability to work well with a diverse population of colleagues, staff and supported individuals while inspiring confidence and respect with evidence of strong moral character and ethical behavior.

Major Duties:

- Maintains current knowledge of KDADS regulations, HCBS Final Rule requirements, CMS guidance, and other applicable state and federal regulations affecting IDD services.
- Stakeholder engagement through regular participation in a variety of statewide and local conference meetings.
- Must be highly proficient with technology and data systems including Microsoft Office Suite (advanced Excel, Word, Outlook, PowerPoint), electronic health record/documentation systems (Therap), KDADS web-based portals, HCBS systems, and other regulatory and operational software. Utilizes technology to analyze trends, monitor compliance, and improve operational efficiency.
- Develop, review, update and collaborate on the training of staff on policies and procedures.
- Plans, implements and maintains comprehensive quality programs that comply with federal laws, and state licensing requirements.
- Periodic audits and monitoring of services provided in accordance with agency policies and Article 63-Developmental Disabilities- Community Services regulations.
- Ensure staff and management are aware of and comply with pertinent federal and state requirements.
- Coordinates and oversees the organization's IDD licensure process in partnership with the CAO, Directors, Managers, and the South Central (SC) leadership team, ensuring all licensing requirements, corrective actions, timelines, and documentation are completed accurately and on time.
- Utilize licensing recommendations and satisfaction surveys for identifying strategies to address areas of concern.
- Identify, investigate, and resolution follow up of potential or actual instances of noncompliance.
- Ensure all day centers and residential locations are in compliance with the HCBS Settings Final Rule requirements.
- Utilize web-based systems (Therap/CDDOs) to monitor staff documentation and information about individuals supported is current and accurate. Notify appropriate parties when inaccuracies exist.



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- Monitor that individuals supported restrictive interventions and psychotropic medications have been reviewed and approved by the Human Rights/Behavior Management Committee prior to implementation.
- Provides education, coaching, and technical assistance to Directors, Managers, Supervisors, and Direct Support Professionals regarding regulatory requirements, documentation standards, and best practices.
- Performs other duties as assigned in support of the organization's mission and quality objectives.

Qualifications:

- Five (5) years of experience in quality, compliance, operations, or program management within I/DD services, HCBS programs, KDADS-licensed providers, aging services, or other healthcare or human service organizations.
- Bachelor of Science or Associate degree is preferred.
- Proficient personal computing skills, including proficiency with Microsoft Office applications, including Outlook, Word, Excel, and PowerPoint.
- Ability to work effectively under deadlines managing several assignments simultaneously.
- Excellent written and verbal communication skills with the ability to communicate with and interact effectively with internal and external contacts.
- Read, write and speak fluent English.
- Pass background checks and drug test per Capper Foundation procedures.

Physical Demands:

- Regularly required to speak and hear.
- Regularly required to sit, stand, walk, reach and use hands.
- Ability to read computer screens for an extended period of time.
- Able to lift up to twenty-five (25) pounds.

Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

Employee Signature

Date

Supervisor Signature

Date