



PROGRAM INTEGRITY AND QUALITY ASSURANCE (PIQA) MANAGER

DEFINITION: The PIQA Manager class is responsible for tracking outcomes and overseeing quality improvement processes across programmatic divisions to create a comprehensive cross system analysis and dashboard for the department. This class leads a team of Administrative Analysts to provide analytical support and guidance to program leads and/or staff to determine the functionality of their organizational structures and to provide necessary and appropriate coordination among key participants for the long range planning and development of organizational strategies. A PIQA Manager designs and conducts extensive management studies where the confines of the studies may be exceedingly broad and the actual limits of the project are developed as the study proceeds.

TYPICAL DUTIES for the Current Vacancy: Duties may include, but are not limited to:

- Strategizes, implements, and maintains multi-faceted and multi-disciplinary Quality Improvement/Quality Assurance activities in an autonomous and independent manner.
- Per federal and state requirements, oversees Quality Assurance and Quality Improvement activities in various HHS programs, including case reviews, home visits, state reporting, program integrity, anti-fraud activities, and compilation of outcomes and evaluation data.
- Preparation of System Improvement Plans, strategic plans, and Performance Improvement Projects involving multiple professional stakeholders, with knowledge of best practices and evidence-based research and effective outcomes.
- Ensures compliance with various federal and state requirements, including but not limited to Civil Rights, Americans with Disabilities (ADA), Health Insurance Portability and Accountability Act (HIPAA), and Medi-Cal compliance regarding fraud, waste and abuse, including internal and external program compliance monitoring as required.
- Plans, organizes, manages, and/or oversees analyst team and determines training and development needs of team, as well as providing support department wide to determine training and development needs as directed.
- Creates procedural efficiencies based on assessment and analysis of workflows in various programs and provides feedback to employees. Ensures regular and consistent QA/QI team presence within each division to support implementation of recommended workflow changes and data tracking systems, as well as to conduct internal monitoring of program systems as needed.

- Supervises staff or directly engages in professional analytical and technical work in the development and management of grants and contracts, monitors and reconciles grants and contracts, management of department level procurement, and/or coordination of personnel functions as needed.
- Oversees development of new data tracking projects (i.e., Community Corrections Partnership), ensuring data collection from multiple electronic and paper systems, analyzing data to determine program impact as directed.
- Monitors, researches, reviews, and analyzes existing and new legislation and examines its effect on the County's operations; responds to requests for information from within the County as well as from federal, state, and local agencies and makes recommendations as well as provides alternatives to said agencies with legislative guidelines and requirements.
- Conducts annual satisfaction surveys both with customers and with employees, and synthesizes information for policy review and recommendations.
- Conducts exit interviews and quarterly stay interviews as defined by the Department, synthesizes information and makes recommendations to Department Head and Division leads for workplace improvements.
- Attends and participates in various board, commission and committee meetings as assigned and as a liaison from the department and represents the department as necessary to ensure the highest level of professional standards are applied to service delivery within the department, and responds to the more sensitive and difficult complaints and requests for information.
- Prepares agreements, contracts, correspondence, reports, charts, graphs and presentations; responds to questionnaires and surveys; establishes and maintains documentation and records as appropriate.
- Participates in and facilitates the design, development and implementation of countywide programs, systems, software, procedures, forms, and projects at the department/division level; coordinates meetings and project activities; assists departments/divisions in identifying goals, objectives, activities and outcomes.
- Builds and maintains positive working relationships with co-workers, County management and staff, special interest groups, and the general public utilizing principles of effective customer service.
- Assists in the management of the department by evaluating existing and proposed organization, policies and procedures; consulting with and advising department personnel; making recommendations and directing, reviewing, and evaluating the implementation of changes.
- Acts as a hearing officer and grievance officer to hear customer complaints, and reviews Departmental program actions with customers. Ensures compliance with administrative hearing guidelines as defined by Department or prescribed by regulation.
- Participates in orientation of new HHS employees.
- Some travel may be required.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of public and business administration and leadership.
- Principles of personnel, budget and program management.
- Governmental functions and organization.
- Principles and methods of supervision and management, including work planning, analysis, and organization; selection and evaluation of employees; and training.
- HHS Departmental program goals, requirements, and operations.
- Effective strategies for collecting information from multiple internal and external stakeholders.
- County-supported software, including Word, Excel and Power Point
- Some bodies of research around HHS programs, outcomes and effective service models.
- Data analysis and statistical representation techniques

Ability to:

- Lead others through visioning, enabling others to act, and modeling the way. Select, train, supervise, and evaluate direct reports.
- Plan, organize, assign, and review the work of staff, effectively counseling and taking appropriate disciplinary actions as necessary.
- Analyze current trends, legislation, operating issues, data, and complex organizational, administrative and technical problems; develop and evaluate alternatives; and formulate and implement effective solutions in coordination with program teams.
- Consult with and advise managers and supervisors on a wide variety of matters.
- Understand, interpret, and apply laws, rules, and regulations as they relate to various areas of responsibility.
- Effectively and succinctly communicate orally and in writing, using appropriate grammar, professional tone and format, including use of charts, graphs and other visual aids to convey ideas.
- Drive alone and/or with others throughout California.

MINIMUM QUALIFICATIONS (EDUCATION AND/OR EXPERIENCE)

PIQA MANAGER (*Supervisory Experience Desired*):

PATH I: Two (2) years of experience in a county system performing duties comparable to the Administrative Analyst class **AND** A Bachelor's Degree majoring in Public Administration or Business Administration from an accredited college or university.

OR

PATH II: Three (3) years of experience performing a broad range of professional, analytical and/or administrative duties in the areas of general administration, personnel, fiscal, staff development, or program analysis work **AND** A Bachelor's Degree majoring in Public Administration or Business Administration from an accredited college or university.

OR

PATH III: Five (5) years of experience performing a broad range of professional, analytical and/or administrative duties in the areas of general administration, personnel, fiscal, staff development, or program analysis work **AND** a Bachelor's Degree from an accredited college or university.

Note: Additional years of the required experience can substitute for up to two years of the required education on a year-for-year basis.

Special requirements: Must possess a valid operator's license issued by the California Department of Motor Vehicles. Must successfully complete a pre-employment background investigation.

