CLASS TITLE: SUPERVISOR OF PROGRAM REVIEW AND AUDIT

CHARACTERISTICS OF THE CLASS

Under direction, directs and coordinates the development and implementation of quality assurance standards and performance measures for the Department of Health’s mental health programs, and performs related duties as required.

ESSENTIAL DUTIES

- Oversees the development and implementation of quality standards and performance measures for use in the evaluation of mental health programs and services provided at city mental health clinics.
- Consults with mental health program managers and other health professionals in the review and planning of program services.
- Monitors services provided and ensures applicable policies and regulations are followed.
- Conducts program assessments to identify service gaps and areas for needed improvement.
- Researches current industry practices, care standards and regulations for use in developing quality standards and performance measures.
- Develops protocols and performance measures for use in assessing programs and the quality and level of services provided by mental health professionals.
- Supervises staff engaged in conducting quality assurance reviews and evaluations of programs and services and preparing reports on findings.
- Works with staff and program managers in preparing and implementing performance improvement plans.
- Works with program managers to ensure procedures at mental health clinics are in compliance with state requirements (Rule 132) for service delivery and billing and with federal and state requirements for reimbursement.
- Writes and prepares grant proposals to obtain new or additional funding for mental health programs.
- Coordinates work efforts with departmental staff in compiling required programmatic and statistical data for inclusion in grant applications for program funding.
- Represents the department on various committees and boards relating to mental health programs.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Master's degree in Public Health, Public Administration, the Social Sciences or a directly related field, plus three years of experience in quality assurance management in the field of mental health.
Licensure, Certification, or Other Qualifications

• None

WORKING CONDITIONS

• General office environment

EQUIPMENT

• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)

PHYSICAL REQUIREMENTS

• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:
• *applicable federal, state, and local laws, regulations, and guidelines
• management and supervisory methods, practices, and procedures

Some knowledge of:
• applicable computer hardware and software technology
• report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

• *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
• *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
• MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
• *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
• SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
• *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS - Come up with a number of ideas about a topic
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- CONCERN FOR OTHERS - Demonstrate sensitivity to others’ needs and feelings and be understanding and helpful on the job
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February 2011