

PLEASE POST



## AVAILABLE POSITION

DATE: OCTOBER 16, 2023

APPROVED BY: ABBIE BRYAN, DIRECTOR OF HUMAN RESOURCES

JOB TITLE: SYSTEM IMPROVEMENT COORDINATOR  
REPORTS TO: CONTINUOUS IMPROVEMENT MANAGER  
DEPARTMENT: CLINICAL

FSLA STATUS: EXEMPT  
CLASSIFICATION: CLASSIFIED  
LAST REVISION: SEPTEMBER 2023

### System Improvement Coordinator

Responsible for system improvements including efficiencies, program utilization, service standards and service delivery experience. Responsible for the oversight of established non-specialized programs/services of the full treatment and recovery support continuum, priority areas 3-5. Researches and informs evidenced based (informed) strategies within Stark County based on data driven information.

### What we offer:

StarkMHAR offers the more traditional "government" benefits that are appealing to many, and is also committed to recruiting, engaging and developing a diverse, high-quality staff. Some, but not all of the many employee-friendly features of employment at StarkMHAR include: Health benefits beginning the 1<sup>st</sup> month after start date; enrollment in the Ohio Public Employee Retirement System (OPERS); vacation and sick leave accrual from employee's first day; several personal and paid holidays observed annually; year-round staff development opportunities; and educational assistance. In an effort to promote work/life balance and offer staff greater flexibility, most StarkMHAR positions are eligible for remote work and/or alternate work schedules.

### How we work:

- StarkMHAR collaborates and partners. We strive to be thought leaders and conveners of various community-based systems and professionals.
- StarkMHAR promotes equity and inclusion. We engage with diverse partners to reflect consumer voice and community needs with cultural and linguistic competence.
- StarkMHAR innovates. We fund and promote evidence-informed practices and pilot projects which foster new models of service delivery.
- StarkMHAR employees act with integrity. We are uncompromising in our ethical practices.
- StarkMHAR perseveres. We pursue our goals even when it is difficult.
- StarkMHAR believes in hope, wellness and recovery for everyone. StarkMHAR is empowered by the State of Ohio to plan, develop, fund, manage and evaluate community-based mental health and addiction services. Federal, state and local funds are utilized to ensure mental health and addiction prevention, and treatment and recovery support services are available to individuals and families in Stark County.

### The successful candidate will:

- Be responsible for researching and maintaining a repository of evidenced based/informed standards of care, strategies, and models for use in program utilization, service review, and efficiency oversight;

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- Monitor, identify, and communicate risks and opportunities to improve service delivery across the behavioral health system and with community partners;
- Collaborate with providers, system partners, and stakeholders to promote and set behavioral health standards of care and positively impact the client experience;
- Work collaboratively with Clinical Department staff to review provider submitted reports and make data informed recommendations for improvement related to program oversight;
- Work collaboratively with StarkMHAR facilitated coalitions to identify areas of system opportunity and recommend strategies to address gaps;
- Be responsible for oversight of established non-specialization programs of the full treatment and recovery support continuum that fall under priority areas 3, 4 and 5;
- Be responsible to maintain relationships with providers and stakeholders needed to coordinate, troubleshoot, and identify potential areas for enhancements, efficiencies, and behavioral health system solutions for system success;
- Support workforce development initiatives and complete projects that support workforce improvement and client care;
- Manage and facilitate meetings and trainings with providers, vendors, contractors, and stakeholders as appropriate;
- Ensure a high degree of family and consumer involvement in all aspects of initiatives;
- Ensure that work activities are delivered in a culturally and linguistically competent, trauma informed manner in accordance with evidence-based practices;
- Assist in providing trauma informed and cultural and linguistic competent responses to the public and clients/consumers who are seeking information and assistance with behavioral health questions or system navigation by phone, email, website, or walk-ins;
- Attend and represent StarkMHAR on community & state committees and at community events & trainings as requested/required;
- Work congenially and cooperatively with co-workers and affiliated boards and providers;
- Assume additional responsibilities and perform special projects as needed to support the operations of StarkMHAR.

### **Who we are seeking:**

The successful candidate will have a Master's degree in human services or related field *and* five (5) years' behavioral health program administration experience.

In addition, the individual will have working knowledge and/or experience with the following: OhioMHAS services and regulations governing behavioral health system; Expertise in implementing behavioral health programs for youth and adults; Experience in macro level behavioral health systems; Experience with and knowledge about youth and adult service organizations, including education, justice, developmental disability, behavioral health, and job & family services.

Characteristics and skills include: Microsoft applications including intranet and internet usage; Ability to create system change; Ability to prioritize multiple projects and adhere to deadlines; High degree of initiative and independent judgement; Well-developed analytic and problem-solving capabilities; Ability to express self effectively and concisely, both oral and in writing; Ability to tactfully and effectively deal with public and staff in a personable and professional manner; High level of energy and a consistent positive attitude.

Experience with system improvement and system level oversight is preferred.

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### **Certification, Licenses, Registrations**

Dependent clinical licensure required with independent clinical licensure preferred. Project Management certification (and/or experience) preferred.

### **Physical Demands**

Nature of work requires ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Travel by automobile will be required occasionally

### **Working Conditions**

Work performed in a general office environment. May require availability for additional hours during certain periods. Requires periodic participation and attendance at organization sponsored events and meetings.

*This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Stark County Mental Health & Addiction Recovery. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, the changing nature of the job shall also be considered part of the jobholder's responsibility.*

### **CONDITIONS OF EMPLOYMENT**

**Note:** The final applicant selected for this position, prior to appointment, will be required to submit to a drug test for illegal drug use. The test site shall be chosen and paid for by the Board. An applicant with a positive test result will not be offered employment.

**Salary Range:** StarkMHAR Grade 4 \$49,088 - \$73,632      **\*Suggested Starting Range** \$49,088 - \$61,360

**Hours:** Monday – Friday 8 a.m. – 5 p.m. with a one-hour unpaid lunch. Alternative scheduling may be available.

**Application Deadline:** Until Filled

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Apply online at <https://starkmhar.applicantpro.com/jobs/>

OR MAIL RESUME TO:

Stark County Mental Health & Addiction Recovery  
Attention: Human Resources Department  
121 Cleveland Ave. SW  
Canton, Ohio 44702  
EOE/Minorities/Females/Vet/Disabled