



AVAILABLE POSITION

Job Title:	System Improvement Coordinator	FLSA Status:	Exempt
Reports To:	Continuous Improvement Manager	Classification:	Classified
Department:	Clinical	Last Revision	March 2025
Approved By: Beth Watson		Date 3/19/2025	

PURPOSE

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.

ESSENTIAL JOB FUNCTIONS

1. 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;
2. Monitors, identifies, and communicates risks and opportunities to improve service delivery across the behavioral health system and with community partners;
3. Collaborate with providers, system partners, and stakeholders to promote and set behavioral health standards of care and positively impact the client experience;
4. Work collaboratively with Clinical Department staff to review provider submitted reports and make data informed recommendations for improvement related to program oversight;
5. Work collaboratively with StarkMHAR facilitated coalitions to identify areas of system opportunity and recommend strategies to address gaps;
6. Responsible for oversight of established non-specialization programs of the full treatment continuum that fall under priority areas 3, 4 and 5;
7. 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;
8. Manages and facilitates meetings and trainings with providers, vendors, contractors, and stakeholders as appropriate;
9. Ensures a high degree of family and consumer involvement in all aspects of initiatives;
10. Ensures that work activities are delivered in a culturally and linguistically competent, trauma informed manner in accordance with evidence-based practices;
11. Assists 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;
12. Attends and represents StarkMHAR on community & state committees and at community events & trainings as requested/required;
13. Must work congenially and cooperatively with co-workers and affiliated boards and providers;
14. Assumes additional responsibilities and performs special projects as needed to support the operations of StarkMHAR;

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

Master's Degree in Human Services or related field *and* three (3) years' behavioral health program administration experience required; Experience with system improvement and system level oversight preferred; Project Management experience preferred.

Knowledge, Skills, Abilities and Personal Characteristics

Working knowledge of 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; Skilled with Microsoft applications including intranet and internet usage; Ability to create system change;

Certification, Licenses, Registrations

Dependent clinical licensure required with independent clinical licensure 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 may be required occasionally.

WORKING CONDITIONS

Work performed in a general office environment. May require availability for additional hours during peak periods. Requires periodic participation and attendance at organization sponsored events and meetings. Travel by automobile may be required on occasion

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. Applicant will also be subject to an investigative background report and any other requirements of Ohio law.

Salary Range: StarkMHAR Grade 4 \$50,659 - \$75,988. ***Suggested Starting Range** \$50,659 - \$60,158

*An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities that could qualify for a higher starting salary.

Hours: Monday – Friday 8AM to 5PM with one-hour unpaid lunch. Alternative scheduling may be available.

Application Deadline: Until Filled

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

OR MAIL RESUME TO: **Attention: Human Resource Department**
Stark County Mental Health & Addiction Recovery
121 Cleveland Ave SW
Canton, Ohio 44702

EOE/Minorities/Females/Vet/Disabled