



Quality Improvement and Innovation Manager

Supervisor	Director of Programs	Status	Full Time, Non-Exempt
Revised	April 2024	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at no out of pocket cost to the employee. Ensuring health and wellness are always prioritized and putting great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of line at 6%. We feel assisting our employees in securing their financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Quality Improvement and Innovation Manager will be responsible for ensuring the highest quality services are delivered to families served in FIN's network. This position will be responsible for assuring the successful implementation of continuous quality improvements within FIN's network of providers. Drawing on expertise and experience at all levels including service providers, families, caregivers, and community partners, this position will create a collaborative environment for improvement and innovation. This position will work collaboratively with FIN's department leads and leadership team to gather performance data, quality reviews and contractual compliance information that will inform individual and group learning that will lead to improved services to families.

ESSENTIAL JOB FUNCTIONS

- High level of interface with external stakeholders including service providers, parent allies, caregivers and Department of Children, Youth and Families.
- Lead the delivery of continuous quality improvement for FIN's network of service providers and through this process identify changes that result in improvements for the service provider field.
- Through individual and group coaching, guide professionals in the field toward providing the best possible services for children.
- Active participant in gathering information from external stakeholders regarding the wants and needs of families being served in the network and incorporating that information into practice.
- Identifies training needs for the provider network and oversees the adaptation of that training.
- Work with department leads and other relevant staff to identify ongoing quality development needs and necessary technical assistance for providers.
- Lead monthly quality review meetings with Department Leads and report out results to the FIN Leadership team.
- Develop bi-annual quality report of providers in the network.
- Assist with the design and leadership of provider meetings.
- Provide analysis of quality and performance data to ensure quality of service delivery and connecting data to practice.
- Work with the quality development team and other FIN staff to develop and use tools that will identify and test changes on a small scale.
- Inform and manage the networks quality assurance policies and procedures.
- Inform the Director of Programs on capacity building efforts for network providers.
- Maintain familiarity with applicable laws, statute, code, policy, and contractual requirements.
- Will collaborate with all staff as needed.

QUALIFICATIONS

- Bachelor's Degree preferred (but not required) or Associate degree in social work, Administration, or closely related field.
- Experience with Combined In-Home services preferred.
- Worked in conjunction with agencies who provide direct service to vulnerable populations.
- Knowledge of Evidence Based services and experience working with families in crisis.
- Desirable experience using data to analyze systems and make improvements.

SKILLS AND ABILITIES

- A deep commitment to equity, strong alignment with our mission and values, the ability to integrate this commitment and alignment into daily activity.
- Work collaboratively with various stakeholders including providers and leadership to implement and navigate through changes, resulting in seamless transitions and the delivery of high-quality services.
- Ability to learn and understand the dynamics of families in crisis; the child welfare system; and prevention strategies that support families in their communities.
- Demonstrated evidence of commitment to building and nurturing trust-based relationships, collaboration, and teamwork of all levels.
- Ability to develop and maintain professional relationships with provider network.
- Gathering feedback and synthesizing information to inform provider practice and quality

improvement.

- Knowledge of data processing software.
- Strong organizational and time management skills.
- Knowledge of graphs, infographics, and dashboards to visualize data.
- Must be flexible for travel (within Washington State) within FINs network of providers.

SALARY RANGE: \$70,000.00

ESSENTIAL PHYSICAL SKILLS

Possess the physical health and stamina to consistently carry out job duties and essential functions over the course of a workday. Ability to operate a motor vehicle and meet FIN standards for acceptable driving record.

ENVIRONMENTAL CONDITIONS

Works in an office environment and remotely with visits to external environments that require driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

TO APPLY:

Candidates may submit their cover letter and resume to Kellie Miner, Human Resources Generalist at kellie@familyimpactnetwork.org

DISCLAIMER:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

