

Do you have a passion to ensure quality of one's livelihood? Are you an individual who has enjoys working collaboratively with others to develop plans to push one's goals forward? Do you have a niche for writing and publicly speaking? Is being understanding and tactical one of your top skills? **If you answered "YES" then The Arc Baltimore is a perfect fit for you!**

We are actively recruiting for a **Director of Quality Enhancement**. The Arc Baltimore Director of QE is responsible for overseeing the quality of services provided by the different entities to ensure that they promote and protect the rights, safety, health, satisfaction, and community inclusion of the people we support. Also responsible for keeping abreast of new trends in the field that focus on providing quality driven, state of the art services to people with developmental disabilities.

Why choose The Arc Baltimore?

- Competitive Wages
- Schedule: Monday – Friday 8:30am - 4:30pm
- Vacation, Sick and Holiday Pay
- 403(b) Plan & 403(b) Employer Match
- Medical, Dental, Vision, STD and Flex-Spending Benefits
- Employer Paid Benefits, including Life, Accidental and LTD Insurance
- Flexible work/life balance with a hybrid work environment

What you 'll be doing:

- Oversee the agency's Quality Assurance plan, including working with each department to identify measurable outcomes that will promote continuous quality improvement in the agency's provision of services.
- Serve as a liaison to the different programs providing ongoing training, coaching and other support with an emphasis on promoting independence for the people served by the Arc
- Review all internally and seriously reportable incidents to assure current regulations and policies are being followed, people we support are being treated fairly and with respect and that the agency is taking all necessary actions to ensure the safety and health of all people.
- Develop and maintain systems to assure the organization continues to maintain focus of promoting independence, supporting people with making community connections and supporting people served with making informed choices in all aspects of their lives.
- Ensure the agency Person Centered Planning process effectively meets individual needs and choices provide oversight, refinement, and coordination of PCP system throughout the agency.

- Oversight and coordination of agency participation in external accreditation review including pre-review activities, actual on-sight review, and follow-up with any recommendations.
- Must have experience in ensuring agency wide compliance to State/Federal regulations, DDA regulations preferred

Education & Experience

- A valid Driver's License.
- Bachelor's Degree in Social Work, Psychology or related field. Master's Degree preferred.
- At least eight (8) years of experience in the field including supervisory responsibilities.
- Must have proficient knowledge of computer software programs: Microsoft Word, Excel, Teams, and Outlook.
- Knowledge of the Code of Maryland Regulations (COMAR)
- Working understanding of the Policy on Reportable Incidents and Investigations (PORII)
- Excellent oral and written communication skills required.
- Comfort with public speaking.

Working Conditions

- Evening and weekend work may be required.
- This position will be a hybrid position and allows flexibility of work in the office environment, site/community-based locations, or remote environment as dictated by the needs of the organization. This may change due to division needs.
- Must be a team player and can adapt to people from a variety of cultures.