



# NURSING DEPARTMENT MANAGER

## Quality Management Program

### SAN JOAQUIN COUNTY BEHAVIORAL HEALTH SERVICES Employment Opportunity

#### ***the position***

San Joaquin County Behavioral Health Services is seeking an experienced nursing professional to develop, plan, organize, and manage the activities of the Quality Management Program. This is an important leadership role that will oversee the design, implementation, and evaluation of quality improvement activities (QI) to improve the quality of client care and services provided in outpatient/community and inpatient/residential health care settings.

#### ***the ideal candidate***

The ideal candidate will have knowledge of strategic planning and implementation and relevant federal, state, and local regulations and behavioral care standards, and the ability to provide strong leadership and management with excellent analytical, evaluation, and communication skills. The Nursing Department Manager will demonstrate interpersonal sensitivity and have knowledge and experience with culturally responsive practices and initiatives.

In addition, the ideal candidate will demonstrate knowledge and skills in the following:

- Current trends, research, and issues in treatment and prevention as they relate to QA/QM/QI in a managed behavioral health care system
- Clinical standards of practice and licensure requirements
- Project management skills, including planning, resource allocation, tracking and reporting
- Work effectively with diverse populations and communities

#### ***the department***

Behavioral Health Services (BHS) is a division of San Joaquin County Health Care Services Agency and provides an array of mental health and substance use disorder treatment services, primarily for Medi-Cal beneficiaries in San Joaquin County. The department consists of over 800 employees in the following operational divisions:

- Administration
- Mental Health Services
- Mental Health Forensic Services
- Adult/Older Adult Services
- Inpatient and Crisis Services
- Children's Services
- Substance Abuse Services
- Mental Health Pharmacy





## ARTS, CULTURE, AND RECREATION

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports. Annual family events include the Asparagus Festival, attended by thousands of fun-seekers from the County and beyond.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and a historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.



## MAKE SAN JOAQUIN COUNTY YOUR NEW HOME!

A land of beauty, recreation and natural riches-from the waters of the Delta to the vines of the wine, San Joaquin County has it all.

San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun.

Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

## EDUCATION



From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus-Stockton Center, Humphreys College and Law School, National University, and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities. The County's 17 school districts provide families with a wide choice for children's educational development.



## AGRICULTURE

The county is one of the most agriculturally rich regions in California and is the number one producer, statewide, of asparagus. Twenty-four thousand acres of county farmland are dedicated to production of this crop. In recent years, the leading crop in the county has been wine grapes, and wineries and vineyards have sprung up from Stockton to Lodi.



## HOUSING

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi.

San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.



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Recruitment 0319-RH1320-01

### **mission**

To partner with the community to provide integrated, culturally and linguistically competent mental health and substance abuse services to meet the prevention, intervention, treatment, and recovery needs of San Joaquin County residents.

### **vision**

To collaborate as a resilient team exploring changes, sharing ideas, striving to empower consumers, families, volunteers and care providers toward building hope, addressing disparities, and fostering wellness and recovery through individual strength-based treatment.

### **Values**

The personal commitment of every individual contributes to the overall success and integrity of the organization, creating a caring, positive, fiscally responsible and productive environment..

[www.sjcbhs.org](http://www.sjcbhs.org)

### **minimum qualifications**

**Experience:** Four years of progressively responsible experience as a registered nurse in an acute care facility including one year of full-time supervisory or charge experience .

**Substitution:** Possession of a Bachelor's Degree in Nursing, Health Science, Business Administration or other closely related field may be substituted for one year of the required non-supervisory experience.

**Licenses and Certificates:** Current registration as a nurse in the State of California.



### **typical duties**

- Sets unit philosophy and develops new plans and programs which are congruent with the mission and objectives of the Department of Health Care Services; participates in formulating, interpreting, implementing, and evaluating policies, procedures and standards of nursing care.
- Interviews and selects applicants for employment; assures appropriate orientation, teaching, supervision and evaluation of personnel on the unit; initiates and follows through with appropriate disciplinary measures when warranted.
- Participates on committees as assigned; may represent the hospital to outside agencies

### **major responsibilities include**

- Oversee and administer the activities of the Quality Management Program, including the Quality Improvement and Quality Assurance Units, Cultural Responsiveness Program, and through a matrix reporting relationship, the Decision Support team supporting BHS administration and operations.
- Oversee the development, implementation and evaluation of the annual Quality Improvement Work Plan and related performance improvement projects
- Design and oversee BHS system-wide clinical program initiatives for quality outcomes that comply with accreditation and certification standards and oversees processes which result in the implementation of evidence based and culturally responsive practices
- Act as a resource in process and outcome measurement, analysis, and improvement including Performance Improvement and Quality Improvement concepts, techniques, relevant legislation, regulations, and policies/procedures
- Oversee program performance for the BHS system through management of Quality Improvement functions such as audits, medical records review and the certification process for organizations
- Public presentations including briefings related to quality management to the Director of BHS, the Board of Supervisors and other state and federal agencies
- Provide consultation to community based organizations and providers in setting goals and implementing strategies to meet selected accrediting organization's standards, applications and survey processes

**San Joaquin County is an Equal Opportunity Employer**





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#### **compensation and benefits**

**\$110,802 to \$134,680  
Annual Base Salary**

In addition to the base salary, the County offers an excellent benefit plan which includes a County contribution to health insurance, dental and vision insurance plans. Other benefits offered by the County include:

- A 1% employer contribution to the County's 457 Deferred Compensation Plan
- 1937 Act retirement plan with reciprocity with CalPERS
- 125 Flex Spending Benefits Plan
- 12 days of sick leave annually with unlimited accumulation
- 15 days of vacation leave (20 days after 10 years, 23 days after 20 years)
- 14 paid holidays per year
- 40 hours of Educational Leave per fiscal year
- 10 days administrative leave per fiscal year

**\*\*Note:** County employees who currently receive a cafeteria plan allowance and subsequently transfer, demote, or promote into the Middle Management represented unit, shall receive the capped contribution amount of the Middle Management unit.

For additional information regarding County employment benefits, please visit the Employee Benefits page of our website at:

**[www.sjgov.org/departments/hr/benefits](http://www.sjgov.org/departments/hr/benefits)**

*Enhancing Employee Engagement in San Joaquin County*



#### **Wellness**

San Joaquin County is dedicated to providing its employees with a great benefit package and is interested in their overall well-being. Through our SJC Engage wellness program, San Joaquin County employees and eligible dependents are offered support in the way of various workshops, courses, and programs in areas such as Physical and Mental Wellness, Professional Wellness, and Financial Wellness. Employees also enjoy special employee pricing through Perks at Work.

For additional information regarding the wellness program, please visit the SJC Engage website:

**[www.sjcengage.com](http://www.sjcengage.com)**



#### **Application and selection**

The competitive process includes submittal of a completed San Joaquin County Employment application and Supplemental Questionnaire. Resumes will not be accepted in lieu of a complete application package. If a formal exam process is utilized, qualified applicants will be invited to participate in an oral examination interview which may include a practical exercise. The top-scoring candidates will be referred to the department for a hiring interview. To apply, submit a completed application and supplemental questionnaire on or before the final filing date..

**Apply on-line: [www.sjgov.org/departments/hr](http://www.sjgov.org/departments/hr)**

**San Joaquin County Human Resources  
44 N San Joaquin St, Suite 330  
Stockton, CA 95202**

**Final Filing Date: March 22, 2019**

**Pre-employment Drug Screening:** Potential new hires into this classification are required to successfully pass a pre-employment drug screen as a condition of employment. Final appointment cannot be made unless the eligible has passed the drug screen. The County pays for the initial drug screen.

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### ***SUPPLEMENTAL QUESTIONNAIRE***

This questionnaire is considered an extension of your employment application and must be completed and submitted with the standard application form. This is an important part of your application package that will allow us to thoroughly assess and evaluate your qualifications for the position. When responding to the questions related to your experience, please provide a detailed description that includes the name of your employer, dates of employment, job title, number of hours worked per week, and indicate if experience was paid or unpaid.

1. Please describe your experience in a clinical quality management program. Identify the scope of the program, your role in the process, and experience in planning, developing, implementing, directing, and evaluating quality improvement programs and policies. If you do not possess this experience, please note "N/A".
2. Please describe any experience you possess in the area of process/performance improvements and development of practices and/or principles related to system-wide quality outcomes that comply with accreditation and certification standards.
3. Please describe your experience in working to improve patient satisfaction ratings and working with administration to improve or maintain excellent patient service.
4. Please describe all of your full-time paid RN clinical and supervisory/charge nurse experience in an acute care hospital or mental health facility. Include the size of the hospital and/or mental health facility.
5. Do you possess a bachelor's degree in Nursing, Health Science, Business Administration or other closely related field?  
☐ Yes      ☐ No

**Note:** Possession of this degree may be substituted for one year of the required non-supervisory experience. If you answered "Yes", please be sure your degree information is clearly identified in the education section of your employment application.

6. Current registration as a Nurse in the State of California is required. Please provide your California RN license number and expiration date. This information will be source verified with the California Board of Registered Nursing.
7. Please indicate if you possess or have completed any National certifications. ( Please describe in the section below and provide copies with your application.)