

Who We Are Looking For:

Are you the **Director of Quality Assurance** we are looking for? In this role, you will have the opportunity to work collaboratively with the senior team to ensure our program is in compliance with reporting requirements. You will be a leader to all staff on implementing quality systems and responsible for ensuring that those we serve are receiving the highest quality care. This role requires a blend of quality management, operational excellence and a deep commitment to the dignity and respect of each individual we serve.

Berkshire Meadows, located in Great Barrington offers multiple services and programs for individuals with complex and significant medical, intellectual and developmental differences. Programs include a 365-day-a-year residential school for students between the ages of 6 and 21, residential and day habilitation programs for adults, and 24/7 nursing and medical services. Berkshire Meadows operates both in community settings and at a beautiful campus with state-of-the-art equipment and therapy animals, as well as a fully accessible indoor pool.

JRI Provides The Support So That:

- YOU will participate in the senior team responsible for all Berkshire Meadows operations.
- YOU will share 24-hour on-call administrative coverage, personnel engagement and development, and direct supervision and oversight of services with other Ad Team members.
- YOU will oversee and manage service quality enhancement activities and systems.
- YOU will provide leadership and support to all staff on implementing quality systems.
- YOU will monitor the quality of personnel, program records and reports.
- YOU will oversee incident reporting, response, and tracking systems; service feedback systems and enlist consumer, family, and guardian input.
- YOU will oversee systems for reporting, investigating, and responding to abuse, neglect, and mistreatment.
- YOU will coordinate human right systems including client/guardian training and the Human Rights Committee.
- YOU will oversee policy and procedure; licensing and accreditation activities.
- YOU will serve as Work Safety Officer. Coordinate implementation of workplace safety practices including staff training.
- YOU will coordinate with other entities including the JRI Quality team and the JRI, Safety Committee.
- YOU will manage the Berkshire Meadows Performance Improvement and Risk Management Committee.
- YOU will audit program information systems, both paper and digital including, case files, service plans, financial records, behavior and health plans and records, site and vehicle reports, and program logs and postings.

Why JRI?

- Be who you are! JRI is strongly committed to providing an inclusive, diverse and welcoming environment for our employees and the people we serve.
- We offer a \$2,000 bilingual bonus to new hires who speak a second language other than English!
- Reimbursement is available for employees to cover the registration costs and annual fees for any professional license required for work such as LMHC, LCSW, LICSW, RN and more!
- Access to our excellent Blue Cross medical and Delta Dental benefits.
- Retirement benefits including 401K matched up to \$800 a year and a defined-benefit pension after 5 years of employment.
- Professional development opportunities such as tuition reimbursement up to almost \$4000 per year and discounted tuition rates to select partnership colleges and universities!
- Wellness benefits including access to employee resource groups (including multicultural affinity groups, LGBTQ+ advocacy, employee engagement groups, etc.), self-care resources, and an Employee Assistance Program.
- Generous paid time off up to 19 days for full time employees in your first year and much more!

Requirements:

- A Master's degree in human services, Public Policy, or a related field from an accredited college or university preferred.
- A Bachelor's degree in human services or related field required; with a minimum of two years of experience working with individuals with developmental disabilities and two years working with multiple entities to optimize operating programs and ensure regulatory compliance.
- Excellent communication skills (oral, written, and electronic platforms).
- Demonstrated ability to lead complex service environments with multi-service sites and diverse clients and staff, including but not limited to diversity of race and ethnicity, sexual orientation, gender identity, religious affiliation, socioeconomic background, and educational background.
- Knowledge of the needs of the populations served and understanding of the range of care and treatment required.
- National driving record check, driver's license confirmation, national criminal background check, DPPC, DDS, and DEEC background checks using fingerprints, and Office of the Inspector General Background check.
- Maintain valid driver's license.
- Bilingual Spanish fluency preferred.
- Ability to organize and prioritize work
- Ability to be certified in required crisis prevention and intervention training, MAP and in American Red Cross CPR/First Aid.
- This position requires travel to JRI sites in other locations and on-call availability.

JRI is strongly committed to providing an inclusive, diverse and welcoming environment for our employees and the people we serve. Persons from diverse backgrounds including women, communities of color, the LGBTQ+ community and people with disabilities are encouraged to apply. JRI is an equal opportunity employer.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Parental leave
- Professional development assistance
- Tuition reimbursement
- Vision insurance

Education:

- Bachelor's (Required)

Experience:

- Compliance management: 2 years (Preferred)
- Working with people with developmental disabilities: 2 years (Preferred)

Ability to Commute:

- Housatonic, MA 01236 (Required)

Ability to Relocate:

- Housatonic, MA 01236: Relocate before starting work (Required)

Work Location: In person