**Quality Assurance and Risk Manager**

The Well Care Group, Reno

[a.roukie@wellcareservicesreno.com](http://a.roukie@wellcareservicesreno.com/)

**Job Description**:

Are you looking to join a progressive work team who is expanding in areas of Behavioral Health, Primary Care, and other Human Services?

We are seeking a self- starter and intrinsically motivated individual with the right knowledge, skills and experience to join us as we expand.

Well Care needs an experienced healthcare Risk Manager/ Quality Assurance individual who is able to be flexible and yet hold us accountable in these areas.... This position is critical to the success of the organization, and we are looking to fill this full-time position immediately.

**Primary Responsibilities:**

Under the direct supervision of the Director of Reno Operations, and in collaboration with the Leadership Team, this position is the key to the success of the programs in Northern Nevada. Working with the Directors, Managers, Case Managers, Clinicians, Billing Office and Ancillary Services team, this position will assist in examining all aspects of care for those we serve, to ensure that there is compliance with guidance, rules and regulations throughout the continuum of care.

This role is intended to be the eyes and ears of the organization with connections to the programs, EHR documentation, insurance companies and policies and procedures, this role will enhance the organization's ability to meet consumer expectations while providing the highest levels of quality in all aspects of care. Well Care views this role as pivotal to the success of our programs, and without the work and dedication of this employee, the organization would be at risk for less effectiveness overall.

In addition to monitoring Quality, this role will manage Risk including oversight of the Incident Reports. This employee will evaluate and report areas of risk, potential liability and any instances of harm. Prevention of risk is a major component of care and in all our services must be embraced as an integral part of the team. If there is an incident report filed, this employee will independently evaluate the report, review the findings and report to the Leadership team. When there is imminent risk or an incident that is defined as critical, a report will be made to the Director of Operations within one (1) hour of finding. Summarizing, tracking, and trending of the organization's Incident Reporting process will be a major component of this role so that we can effectively manage safety and reduce risks associated with our services.

In both capacities, this role will take ownership of regulatory compliance, reporting to the local and/or state officials when there is a reportable event, and will evaluate services against expectations for performance, efficacy, and effectiveness. Our partnerships with insurance companies, local governments, and our clients/patients/members are of the utmost importance and this role will assure that there are no gaps in providing care that is safely delivered and causing no risk to those relationships.

**Qualifications:**

* Advanced knowledge of Nevada Administrative Code (NAC), Nevada Revised Statutes, (NRS), clinical documentation and billing processes, Medicaid requirements
* Ability to summarize findings and the knowledge of NRS as it relates to risk management, litigation and the ability to mediate and negotiate,
* Management of overall outcomes, program effectiveness and client/patient/member satisfaction
* Training the team to proactively manage processes and make changes as they are needed,
* High school diploma or GED
* Excellent organizational skills
* Effective communication, both verbal and written
* Team player
* Analytical skills
* Attention to detail.
* Previous work in a healthcare setting is preferred, along with an equal combination of education and experience.

**Job Type:** Full-time

**Pay Rate:** DOE

*WELL CARE GROUP intends to help provide a safe and drug-free work environment for our clients and our employees.*

*Prohibited substances include illegal drugs, marijuana, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee*.

Thank you,

***Amy***

**Amy Roukie, BS, MBA, Director,**

**Well Care Services**

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***"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."  Maya Angelou***

***For more information:***

* ***Community Triage Center :****(775) 405-4111*
* ***Well Care Medical & Behavioral Health Clinic :****(775) 538-6700*
* ***Psychiatric Urgent Facility (PUF):****(775) 440-1791*

**Websites:**  [www.thewellcaregroup.com](http://www.thewellcaregroup.com/), [www.wellcareservicesreno.com](https://www.wellcareservicesreno.com/))

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