



DIRECTOR OF TRAINING & QUALITY

If you're excited in driving change and passionately believe that all people deserve access to quality care, we have an amazing opportunity for you! We're looking for leaders who are committed to developing innovative, patient-centered behavioral health programs, ensuring quality outcomes and creating a culture of equity and inclusivity.

Position Summary

The Director of Training and Quality is responsible for the esteemed clinical training program of the Brookline Center and for the continuous improvement of the quality of care at the Center. This includes design, planning, and implementation of the training opportunities for the Center's staff of 120 mental health clinicians at all levels, from graduate students through experienced clinicians. The Director will ensure the alignment of the training activities with the Center's mission – provision of culturally competent, inclusive, and effective care. Quality improvement responsibilities include developing and implementing systems for monitoring clinical competence, measuring quality, and ascertaining compliance with regulatory requirements.

About the Brookline Center

The Brookline Center for Community Mental Health is a leading provider of mental health care and social services for adults and children. The Brookline Center has long played an important role in expanding access to mental health care in our community and never has this been truer than in response to the dire need for care arising from the COVID pandemic.

Beyond our provision of high quality, affordable outpatient care, the Brookline Center creates and operates nationally recognized, innovative mental health programs through partnerships with schools, community agencies, and healthcare providers in Greater Boston, across Massachusetts and, increasingly, nationwide. In response to the ongoing crisis in mental health care access, the Center is poised for significant strategic growth in the coming years. For those with a passion for mental health, it's an exciting time to join our team.

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background, and experiences are strongly encouraged to apply.

Key Responsibilities

- Identifies training needs for all clinical staff, in collaboration with other Clinical managers.
- Oversees the Clinical Intern and Fellows programs.
- Participates in the design and delivery for orientation of new clinical staff.
- Leads activities to ensure Center-wide compliance with all state and federal licensure and/or certification programs, such as with the Department of Public Health.

- Develops clinical compliance protocols and processes in conjunction with clinical management.
- Designs, schedules and conducts quality review medical record audits. Uses the audit results for quality improvement measures to educate clinical staff.
- Educate staff in concepts of improving organizational performance, regulatory changes.
- Ensure the maintenance of accurate and compliant clinical and follow up on all clinical documentation timelines and requirements.
- Implements strategies that meet clinical, quality, and improvement goals through positive working relationships with providers, state agencies, advocacy groups and other market stakeholders.
- Supports initiatives regarding Alternative Payment Models (APM), including Value Based Payment (VBP), clinical innovation, and thought leadership transforming provider relationships from transactional interactions to collaborative aggregate data assessment.
- Partners with management and stakeholders to operationalize innovative programs and strategies to improve clinical and quality outcomes.
- Analyzes reports pertaining to cost, utilization, and outcomes, and presents the data to clinicians and highlights trends.
- Identifies data outliers and opportunities for improvement for individual clinicians.
- Contributes to the identification of best practices and integrates high-quality program ideas/designs into the local market to drive high levels of value.

Education and/or Experience

Master's level degree or above, with independent license - LICSW, LMHC, LMFT, PhD/Psyd, MD
5+ years direct clinical care, 2+ years clinical supervision, 2+ years program and/or people management; ADD compliance-related experience; Experience working within regulatory requirements/compliance.

Qualifications

- Ability to develop and deliver behavioral health clinical training program.
- Enjoys and works effectively in a culture of collaboration, ongoing change, commitment to racial equity, diversity and inclusion.
- Knowledge and experience working within regulatory requirements/compliance.
- Strong organizational and leadership skills.
- Ability and interest in gathering data, compiling information, and preparing reports.
- Ability to manage multiples demands daily and function in a calm manner during crisis situations.
- Ability to solve problems and deal with a variety of complex variables in situations where only limited standardization exists.
- Experience with electronic medical records.
- Digital fluency including experience with electronic medical records and MSOffice (or similar); demonstrated track record of learning and incorporating new systems into workflow.

Benefits

The Brookline Center offers a supportive, mission-focused work environment; professional growth opportunities; competitive salaries; and a comprehensive benefits package that includes medical, dental and vision insurance, flexible spending accounts, pre-tax savings and retirement plans, disability and life insurance, and generous paid time off.

To Apply

Please submit your resume along with a cover letter that outlines your interest and qualifications to Lisa Leccacorvi, Director of Human Resources, at lisa.leccacorvi@brooklinecenter.org.

Equal Employment Opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.