



## **Ritter Center Position Announcement**

### **CURRENT OPENING:**

Ritter Center is currently recruiting for an **Quality Improvement Manager**. This is a **full-time, Exempt position** reporting to the **Chief Medical Officer**. This role is based in **San Rafael, CA** operating out of our **Administrative Campus**. Please find full job description below.

***ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.***

### **RITTER'S BENEFIT PACKAGES:**

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, Vision Insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, Commuter Programs, Parking and Travel coverage, and an Employee Assistance Program.

Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

### **Qualifications:**

- Bachelor's degree in Health Systems Management, Nursing, or other relevant clinical degree is required; Master's degree in Health Care Administration, Nursing, or other relevant clinical degree preferred
- Two to three years of experience in quality improvement activities in a community clinic setting is strongly preferred
- Proficient in using eClinicalWorks, Microsoft Office including Outlook, Excel, and PowerPoint

### **Position Description:**

The Quality Improvement (QI) Manager is responsible for the overall direction, coordination and implementation of the QI/QA Program for the Ritter Health Center. This will include the collection, management and analysis of quality data and the preparation of quality reports. The individual in this role must be familiar with PCMH accreditation, FQHC operations, and HEDIS reporting. The position requires practical knowledge of tools and techniques of Continuous Quality Improvement, including analysis and interpretation of data in the EHR system (eClinicalWorks). The QI Director will lead and assist in the preparation for all clinical audits and surveys.

### **Job Duties and Responsibilities:**

- Develop, monitor, and present internal quality measures and initiatives
- Oversee and monitor the development and implementation of the QI program

- Submit the Integrated Health Quality Improvement project to Marin Community Foundation
- Submit Interactive Data Submission System (IDSS) to the National Committee for Quality Assurance (NCQA)
- Collaborate on the joint HEDIS activities and reporting
- Coordinate the tracking and reporting of clinical outcomes and follow-up of corrective action plans
- Work with the QI Coordinator to setup and facilitate monthly QI meetings
- Prepare QI reports and statistics
- Review QI tools and surveys and provide technical assistance to clinical staff
- Develop and implement QI/QA calendar of activities to meet clinical primary care goals
- Prepare and submit reports on QI/QA projects to the leadership team

#### **TO APPLY:**

***Please follow the instructions on Ritter's Employment page on Indeed to electronically apply for this position. ONLY APPLICATIONS WITH A COVER LETTER AND RESUME WILL BE CONSIDERED.***

***This posting and more details about working with Ritter are also available on the Ritter Center's website.***

***Any questions or comments about Ritter Center's hiring process can be sent to careers @  
rittercenter.org***

#### **HISTORY AND BACKGROUND:**

Ritter Center's roots date back to the early 1970s, when a federally mandated Families and Children Committee was commissioned by the Marin County Welfare Department to determine the needs of low-income people and to then implement supportive services. These services were eventually established and funded in 1976 through Community Action Marin (CAM). When "War on Poverty" funding diminished, the CAM Emergency Services Program stood to be disbanded. CAM and the Volunteer Center of Marin solicited support through the community's congregations and were instrumental in incorporating as a new nonprofit organization named the Human Concern Center of Marin in 1980. The organization changed its name to Ritter House in 1996, then to Ritter Center in April 2003. Initially, Ritter Center's precursors solely provided safety net services such as clothing, food and showers, laundry and restroom facilities. In the mid-1990s, our organization began providing medical care and case management service and in 2010, Ritter Center began providing behavioral health counseling and permanent supportive housing. Then in 2013, Ritter Center became a Federally Qualified Health Center (FQHC) grantee serving as a Health Care for the Homeless site. In late 2015, Ritter Center launched an intensive outpatient substance use treatment program at two emergency shelters operated by Homeward Bound of Marin. In late 2017, Ritter Center, in collaboration with St. Vincent de Paul and the Marin Housing Authority launched the County of Marin's Whole Person Care pilot program with the goal of creating an evidence-based and outcomes-focused coordinated system of care across health and social sectors to more efficiently and effectively serve Marin County's most vulnerable Medi-Cal beneficiaries.

With this collaborative history and evolving from a small volunteer run grass-roots organization,

Ritter Center today employs a highly experienced staff operating under the mission to prevent homelessness and improve the health and well-being of individuals and families who are homeless or low-income by providing a range of culturally sensitive, easily accessible, high quality medical and social services. Ritter Center operationalizes this mission by providing a multitude of integrated multidisciplinary clinical and social services to help Marin's most vulnerable residents improve their physical, mental and emotional health and, for those experiencing a housing crisis, to obtain or retain permanent housing. Community participation and collaboration has always been a common thread throughout Ritter Center's history and has helped shape our programs, purpose and vision.