

## Senior Director of Performance and Quality Improvement

Since 1987, NRI has been the only national organization working with state agencies, the Federal Government, and other entities to define, collect, and analyze data on public behavioral health systems. NRI is the preeminent organization for collecting performance measurement data from the majority of state psychiatric facilities and many private psychiatric facilities for The Joint Commission and CMS reporting requirements.

NRI is currently seeking a **Senior Director of Performance and Quality Improvement (PQI)** who will provide leadership in applied program evaluation and development of collaborative data systems to support quality improvement and benchmarking in mental health programs.

### RESPONSIBILITIES:

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Directs and manages the Behavioral Healthcare Performance Measurement System used by inpatient psychiatric facilities, including the development of the database and web portal to enhance end-user experience.
- Works with the ED/CEO to develop the products and services of the PQI Division that will be used to pursue RFPs and new relationships with the States and Business Partners.
- Develops messaging and relationships that will be used to communicate the value of NRI's abilities in this field that will be used to pursue funding. Meets with potential funders or business partners to show the value of NRI's data, expertise, collaboration, or partnership.
- Collaborates with the Senior Director of Research and Consulting and the Senior Director of Government and Commercial Research on new initiatives and responding to RFPs.
- Serves as project manager for other programs and projects of NRI related to the quality improvement efforts at state offices and direct care providers. Manages contracts, project staffing, budgets, timelines, and deliverables.
- Oversees or uses existing statistical software and a variety of established statistical methods to gather, analyze, and interpret data to derive useful information for research studies. Guides internal research capability infrastructure.
- Writes or assists in writing research papers.
- Prepares, creates, and conducts presentations based on research activities for specialized meetings and conferences.

### Other Responsibilities:

- Oversees the HIPAA compliance activities of NRI.
- Participates in the technology design to improve workflow and security.
- Attends meeting events as needed, and performs other duties as assigned.

**QUALIFICATIONS:**

- Minimum of a master's degree in Psychology, Public Health, Social Work, or Statistics or related field and extensive experience in applied research and program evaluation.
- Ability to apply quality improvement concepts to behavioral healthcare practice. Knowledge of quantitative and qualitative methodologies and ability to apply a range of analytic techniques.
- Experience and ability to exercise discretion and independent judgment with respect to matters of significance. Ability to prioritize and handle multiple tasks and/or multiple projects simultaneously. Experience in delegating, managing, and supervising the work of others required.
- Experience providing strategic project management, including evaluation of external consultants to supplement in-house skills.
- Knowledge of State Mental Health Systems and mental health service settings helpful.
- Ability to communicate effectively verbally, in writing, and with strong presentation skills. Ability in building effective working relationships with junior staff as well as senior management.
- Experience and skill utilizing complex computer operations (relational databases) and the advanced features of software packages (word processing, spreadsheets, graphics, etc.) required.

**SUPERVISION:**

- The Senior Director of Performance and Quality Improvement will supervise all employees that provide support to the PQI Division.
- May supervise senior consultants and other NRI staff assigned to projects under the PQI division.
- The Senior Director of Performance and Quality Improvement reports directly to the Executive Director/CEO.

**TRAVEL**

- Required travel in attending and/or presenting at trainings, workgroups, and conferences.
- Required travel for work to be performed at client's site.
- Travel may be required to meet with potential clients or business partners.

**WORKING CONDITIONS:**

- The Senior Director of Performance and Quality Improvement works in an office environment and has sustained posture in a seated position for prolonged periods of time.
- Available for teleworking post probationary period and with approval from supervisor.

To apply, please fill out the attached NRI Application, including salary expectations and submit along with your cover letter and resume to: [careers@nri-inc.org](mailto:careers@nri-inc.org)

NRI is an Equal Opportunity Employer that is committed to diversity and inclusion in the workplace.