



Director of Quality

Randolph, Vermont

Full-Time

Compensation

\$90,000-110,000/yr

The **Director of Quality** provides leadership for quality systems across all programs at Upper Valley Services, including DD and AFC services. This role ensures that services are effective, person-centered, and compliant with all regulatory requirements.

Working closely with agency leadership and state partners, this position supports a culture of accountability, learning, and continuous improvement. The Director plays a key role in strengthening systems that promote consistency, transparency, and positive outcomes for the people we serve.

Key Responsibilities Quality & Organizational Oversight:

- Lead quality assurance and continuous improvement efforts across programs
- Promote consistent, person-centered practices in service delivery and documentation
- Establish and monitor key performance indicators to track outcomes and improve services

Program Alignment & Collaboration:

- Partner with program and health services leadership to support quality outcomes
- Promote coordination and consistency across DD and AFC programs
- Support interdisciplinary collaboration to ensure responsive, high-quality services

Record Review & Service Integrity:

- Oversee regular reviews of service records, plans, and documentation
- Ensure compliance, accuracy, and continuity of services
- Identify concerns and ensure timely corrective action

Compliance:

- Ensure compliance with Medicaid, Vermont Developmental Services regulations, Act 248, Peggy's Law, and applicable DD and AFC requirements

- Oversee readiness for audits, licensing, and designation reviews

Policy:

- Develop and maintain policies that support best practices and compliance
- Support a culture of learning, accountability, and professional growth

Monitoring & Reporting:

- Prepare reports for leadership, Board of Directors, and state oversight entities
- Use data to identify trends, risks, and opportunities for improvement
- Ensure timely and transparent reporting

Risk Management & Problem Solving:

- Identify and address risks to service quality and individual safety
- Lead reviews of incidents, complaints, and concerns
- Support system improvements that strengthen reliability and accountability

Qualifications:

- Bachelor's degree in Healthcare, Social Work, Public Health, Human Services, or related field required (or equivalent education and experience)
- Minimum of 5 years of experience in quality, compliance, or related field
- Experience in Developmental Services or community-based care strongly preferred
- Knowledge of Vermont regulations, Medicaid, and DD and AFC programs (or ability to learn quickly)
- Strong communication, collaboration, and leadership skills
- Experience with quality improvement practices and electronic records systems
- Valid driver's license

Disclaimer:

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all responsibilities, duties, or skills required. UVS reserves the right to modify job duties at any time. Employment is at-will.