

NYC OFFICE OF THE MAYOR
MAYOR'S OFFICE OF CRIMINAL JUSTICE



Position: Senior Manager of Quality Improvement, Behavioral Health Task Force

Location: New York, New York

ORGANIZATIONAL PROFILE: The Mayor's Office of Criminal Justice (MOCJ) advises the Mayor and First Deputy Mayor on criminal justice policy and is the Mayor's representative to the courts, district attorneys, defenders, and state criminal justice agencies, among others. The office designs, deploys, and evaluates citywide strategies to drive down crime, reduce unnecessary arrests and incarceration, and improve the system's fairness. MOCJ works with law enforcement and city agencies, non-profits, foundations, and others to implement data-driven strategies that address current crime conditions, prevent offending, and build the strong neighborhoods that ensure enduring safety. The office draws on various disciplines, including behavioral economics to "nudge" conduct and machine learning to develop reliable predictive analytics. Examples of MOCJ's work include:

- [Justice Reboot](#), making the system fairer and more efficient by safely driving down the jail population. These reforms include [reducing case processing times in the courts](#) and [making the summons process easier and more transparent](#);
- [The Mayor's Action Plan on Behavioral Health and the Criminal Justice System](#), a set of interlocking public health and public safety strategies that aim to reduce the number of people with behavioral health needs cycling through the criminal justice system;
- [The Mayor's Action Plan for Neighborhood Safety](#), a comprehensive initiative to reduce crime and strengthen neighborhoods in and around the 15 New York City Housing Authority developments that account for 20 percent of all violent crime in the City's public housing; and
- [The Mayor's Citywide Initiative to Reduce Gun Violence](#), a comprehensive, neighborhood-based strategy to prevent gun violence in 14 precincts that account for 51 percent of shootings in New York City.

JOB RESPONSIBILITIES: Under the supervision of the Executive Director for the Mayor's Task Force on Behavioral Health and Criminal Justice, the Senior Manager of Quality Improvement will be responsible for designing and implementing quality improvement initiatives for a new coordinating entity (the Hub). The Hub will be responsible for collecting and sharing non-personal health information from City agencies to help ensure that people with mental illness who have been involved in violent incidents receive the care they need, whether inside or outside the criminal justice system.

MOCJ is seeking an organized, effective, and creative individual who possesses both the capacity for independence and the ability to work cooperatively to determine whether the Hub, which will report to the Mayor's Task Force on Behavioral Health and the Criminal Justice System, is operating effectively and supporting appropriate business process modifications when necessary. Responsibilities of the Senior Manager of Quality Improvement include, but are not limited to:

- Evaluating, analyzing, and identifying best practices, deficiencies and corrective actions, as well as making recommendations for improvements in processes, policies and procedures for the Hub system;

- Preparing project assessments, analysis, reports and recommendations. Developing tools and metrics to evaluate performance on target initiatives;
- Reporting regularly on the status and progress of the Quality Improvement initiative to both internal and external stakeholders;
- Collaborating with government agencies that provide care for and attention to people with mental illness including developing and maintaining strong relationships with agency partners to collect feedback for continuing improvement;
- Collaborating closely and effectively with consultants responsible for creating the data system used to ensure consistent definitions across applications, functions and agencies; and
- Other duties as assigned.

PREFERRED SKILLS/QUALIFICATIONS:

- A minimum of 5 years of direct experience in Quality Improvement or similar activities required;
- Knowledge of the mental health treatment and/or criminal justice systems preferred;
- Excellent organizational, time-management, and multi-tasking skills, including the ability to take initiative, problem solve, prioritize duties, balance competing priorities, work independently and with teams in a fast-paced environment, pay close attention to detail, meet deadlines, and work well under pressure;
- Demonstrated ability to initiate and manage complex and interdisciplinary projects;
- Ability to think creatively and embrace new approaches;
- Strong communication, presentation, relationship building and implementation skills required;
- Effective skills in conducting presentations and meetings within all levels of the organization and with a wide variety of external clients, colleagues and collaborators; and
- Proven ability to establish and maintain effective working relationships.

SALARY: Commensurate with experience

TO APPLY: Submit a cover letter, resume, and three (3) references to CJCResumes@cityhall.nyc.gov. Please be sure to include "Senior Manager of Quality improvement BHTF" in the subject line.

New York City Residency Is Required Within 90 Days Of Appointment
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