Terms of Reference for
Supported Employment Program Performance Consultant

Background: Project ENGAGE is a supportive employment program aimed at assisting individuals with Serious Mental Illness (SMI) or Co-Occurring Disorders (COD), including mental illness and substance use, in securing and maintaining meaningful employment. The program provides holistic support to its participants, empowering them to achieve their employment goals and enhance their overall well-being. The initiative is funded by SAMHSA and uses the established Supported Employment model.

Objective: The Supported Employment Program Performance Consultant will be responsible for developing and implementing a Quality Assurance Management System process within Project ENGAGE. This comprehensive process will identify gaps in the present system and rectify them by incorporating relevant resources and strategic modules. This includes implementing quality improvement initiatives to systematically enhance care, standardize processes, improve outcomes for clients, and the project itself. Additionally, the consultant will develop and implement policies and procedures to support the activities of the Supported Employment Program, ensuring clarity, consistency, and effectiveness in program operations.

Responsibilities:
- Conduct a thorough assessment of the current Supported Employment Program framework and practices, including readiness assessment, fidelity assessment, organizational index evaluation, and outcome measurement analysis, rooted in the Supported Employment Evidence-Based Practices Knowledge Informing Transformation.
- Identify gaps, inefficiencies, and areas for improvement within the system.
- Design and implement a comprehensive Quality Assurance Management System tailored to the specific needs of the program.
- Incorporate relevant resources, tools, and strategic modules to address identified gaps and enhance program effectiveness.
- Establish clear metrics and benchmarks for monitoring and evaluating program performance and staff performance.
- Develop and implement quality improvement initiatives aimed at systematically improving care within the Supported Employment Program.
- Standardize processes and structures to reduce variation, achieve predictable results, and enhance outcomes for clients.
- Collaborate with program staff to identify areas for improvement and implement evidence-based practices.
- Establish tools and mechanisms for ongoing monitoring and evaluation of program performance against established quality metrics and benchmarks.
- Conduct independent performance evaluation of program staff and Treatment Team on a quarterly basis to ensure maintaining fidelity to the supported employment model.
- Regularly review and analyze data to track progress, identify trends, and make informed

decisions for program enhancement.

- Provide recommendations for enhancing program effectiveness and outcomes based on evaluation findings.
- Develop a comprehensive program performance evaluation report summarizing evaluation findings, analysis, and recommendations.
- Create policies and procedures to support the activities of the Supported Employment Program, covering program goals, participant eligibility criteria, service delivery standards, and quality assurance measures.
- Maintain accurate and detailed documentation of quality assurance activities, initiatives, and outcomes.
- Prepare regular reports monthly and annually and presentations for program leadership and stakeholders to communicate progress and achievements.

Deliverables:

- Policies and procedures documents for the Supported Employment Program, covering program goals, participant eligibility criteria, service delivery standards, and quality assurance measures.
- Comprehensive Quality Assurance Management System tailored to program.
- Implementation plan for quality improvement initiatives.
- Monitoring and evaluation framework with established metrics and benchmarks.
- Regular progress reports and presentations.

Qualifications:

- Minimum of 5 years of experience implementing and/or evaluating a SAMHSA Supported Employment Program.

- At least 7 years of extensive experience in quality assurance management and improvement within the healthcare or social services sector.

- Comprehensive knowledge of supported employment programs and best practices in serving individuals with Serious Mental Illness or Co-Occurring Disorders, backed by at least 5 years of relevant experience.

- Proven strong analytical skills with a minimum of 5 years of experience conducting thorough assessments and gap analyses.

- Excellent communication and facilitation skills, demonstrated over at least 5 years of professional experience.

- At least 5 years of experience in training and capacity building for program staff.

- Demonstrated ability to work independently and collaboratively with diverse stakeholders, with at least 5 years of experience in a relevant professional setting.

Note: This scope of work is subject to revision based on organizational needs and feedback from stakeholders throughout the consultation process.

Contract amount: $80,000

Contract duration: July 2024 to September 2025

Mode of consultancy:

The mode of consultancy, encompassing both virtual and in-person elements, shall be determined based on approved work methods. It is acknowledged that while certain aspects of the consultancy may be conducted virtually, the observation of staff and Treatment Team performance must be carried out in person.

Submission process:

- Applications will be accepted from individuals or firms.
- Deadline for submission is June 14. Application packages should be emailed to info@myga.org with the Subject Line: Program Performance Consultancy Application.
- Interested individuals or firms are to prepare a comprehensive application package, including the following components:
    i.   Letter of Interest outlining qualifications, relevant experience, and approach to fulfilling the consultancy requirements.
    ii.   Details of educational background, certifications, and any relevant professional affiliations.
    iii. Summary of relevant experience, emphasizing past projects or roles demonstrating expertise in areas pertinent to the consultancy.
    iv.   Outline of the proposed approach to addressing the objectives and deliverables as indicated in consultancy scope of work. This should encompass methodologies, timelines, and any innovative strategies intended for implementation and must be based on SAMHSA's Evidence-based Practices Knowledge Informing Transformation for Supported Employment.
    v.   Applicants should provide a list of references from previous clients or employers who can vouch for their skills and capabilities, to be contacted if necessary.
- Shortlisted candidates may be invited to participate in interviews or presentations to further assess their suitability for the consultancy.
- Successful candidates will receive further instructions regarding the next steps in the consultancy process.