

Valley AIDS Council

Job Description

Job Title: Quality Management Coordinator
FLSA Status: Exempt
Approved By: CEO
Approval Date: 11/03/2018
Department: Administration

SUMMARY: Responsible for the development, implementation, coordination and maintenance of comprehensive Quality Management programs that comply with standards of care as dictated by funders.

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUPERVISION RECEIVED:

1. COO

SUPERVISION EXERCISED:

1. Data Manager
2. IT Specialist
3. ARIES Data Entry Clerk

KEY COMPETENCIES:

Knowledge of HIV (prevention, testing, treatment) measures and concepts.
Knowledge of quality management methodology, particularly Plan-Do-Study-Act (PDSA).
Computer literate, with knowledge of Database and basic statistics.
Good written and oral communication skills.
Knowledge of basic concepts of research and evaluation methodology.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensure that all quality management activities operate consistently and ethically within the mission and values of the organization.
- Develops protocols, policies, procedures and guidelines for best practices across the continuum of care.
- Lead the performance management process that measures and evaluates progress against goals for the organization.
- Lead continuous quality improvement process and defines quality management in conjunction with operating staff.
- Educates staff on quality management best practices and HRSA HAB (HIV/AIDS Bureau) Performance Measures.
- Lead and manage the organization's data and data entry support staff.
- Oversees, analyzes, and trends data related to throughput of patients and provides data to the COO, CMO and/or other applicable leadership to initiate changes as appropriate and improve processes and outcomes.
- Performs accurate and timely quality and statistical data analysis reports for submission to Board and funders.
- Performs drill down and quality analysis of data on a monthly and year-to-date basis.
- Compiles statistical data and writes narrative reports summarizing quality assurance findings.
- Assists departments with the coordination of audit information, and recommends appropriate data-gathering mechanisms, procedures, etc.
- Acts as an internal resource regarding quality management.
- Represents the organization at local, regional, or other applicable levels.
- Assures compliance with all organizational, funder or regulatory standards and guidelines.
- Assumes a leadership role in monthly quality management committee meetings.
- Reports to top management on the performance of the quality management Plan (e.g., results of quality audits, corrective actions), including the need for improvement.
- Responsible for knowing current quality regulations and informing staff of any new and/or revised regulations imposed.
- Maintains current and accurate records of all relevant communications, audits, corrective action plans, and effectiveness monitoring; keeps informed of PDSA studies in process and progress thereof, and committee agenda items.
- Other duties as assigned within scope and practice of licensure.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

Bachelor's degree (B. S.) from four-year college or university; or five years related experience and/or training; or equivalent combination of education and experience.

Prefer experience in HIV prevention and care to include:

- Experience in a quality management leadership role within an HIV clinic or similar industry, or experience in quality management in a similar field and a relevant formal qualification would be preferred
- Skilled in Microsoft Excel, Word, PowerPoint, EMR (eClinicalWorks preferred)
- Training in PDSA (Plan-Do-Study-Act)
- Excellent communicator – verbal and written
- Resourceful, well organized, highly dependable, efficient and detail orientated
- Confident and Assertive
- Ability to use initiative and make decisions autonomously

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software and Internet software. Working knowledge of Microsoft Office, specifically Outlook, Word & Excel.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

State of Texas Class "C" Driver's License. Employee must maintain all certifications, licenses and/or registrations consistent with Westbrook Clinic policy and Texas State Law. Bilingual (English-Spanish) preferred.

SUPERVISORY RESPONSIBILITIES:

Manages Data Manager, IT Specialist and data entry clerk(s). Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting with interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORKING CONDITIONS:

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

Employee Signature

Date

Supervisor Signature

Date

HR Director Signature

Date

CEO Signature

Date