Quality Improvement Coordinator
Job Description

**Basic Function:** The Quality Improvement Coordinator works with the Executive Director to plan, organize, direct, and lead the personnel and work process of the quality improvement program. Scope of responsibility encompasses all settings of the organization. The coordinator will have intimate familiarity with the key elements of the corporate strategic plan. The coordinator has detailed understanding and can skillfully use the techniques of system design, reengineering, project management, quality improvement, outcomes measurement, and statistical analysis. The coordinator is responsible for conformance to regulatory requirements, contractual obligations, and corporate policy by the organization’s quality improvement program.

**Major Responsibilities:**
1. Supports the accomplishment of corporate strategic plans that achieve high impact and significant improvements in organizational performance.
2. Systematically applies and teaches the science and theory of project management to achieve results on time and within budget. Is results and outcomes oriented.
3. Make recommendations to the Executive Director on employment, termination, layoffs, promotions, and other personnel activities in order to maintain an efficient, cost-effective program.
4. Supervises employees who lead or facilitate quality improvement activities, provide project management, data analysis and measurement of outcomes, document and report the results and accomplishments of quality improvement initiatives.
5. Has input and impact on budgeting, controlling costs, planning, scheduling, and procedural change in order to achieve and maintain an efficient, cost-effective program.
6. Oversees and monitors the development and implementation of the quality improvement program.
7. Performs under minimal supervision with accountability for specific goals/objectives. Works with the Executive Director, Medical Director, and others to develop performance improvement targets for quality, service, and efficiency of the organization. Provides leadership for implementing changes targeted at systems improvement. Measures and evaluates attainment of results.
8. Applies, teaches, and skillfully uses techniques for system design, reengineering, quality improvement, outcomes measurement, and statistical analysis.
9. Assures that improvement activities are documented and reported within the organization and externally as appropriate.
10. Demonstrates problem solving, leadership, conflict management, and team building skills in order to ensure a productive work environment and achievement of goals.

**Education Experience Required:** Bachelor's degree in health sciences, business, healthcare administration, health information management, or management engineering.

**Education Experience Desired:** Master's degree or equivalent experience in a related field.

**Work Experience Required:** Five years of work experience in healthcare, two years of progressively responsible management experience.
Work Experience Desired: Specific healthcare work experience in quality improvement, systems design, or project management.

Skills/Knowledge Required: Demonstrates experience with and skilled use of:
1. Project management techniques or software to achieve results on time and within budget. Is outcome and results oriented.
2. The basic tools of continuous improvement, work process redesign, or reengineering.
3. Descriptive statistics and a comprehensive understanding of the appropriate applications of interpretive statistics.
4. Organization and planning, managing multiple demands, and achieving results.
5. Analytical reasoning, interprets and evaluates complex information, while identifying patterns and essential issues.
6. Word processing, spreadsheets, and database software.
7. Team development and facilitation techniques applied to quality improvement or project teams to achieve their highest potential.
8. Superb written and oral communication skills with particular emphasis on presentation skills.