

COLORADO COMMUNITY HEALTH NETWORK (CCHN)

Quality Initiatives Division
Quality Initiatives Specialist
Job Description

General Statement: CCHN is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and migrant populations in Colorado. CCHN, a dynamic, team-orientated non-profit, provides support and technical assistance to safety-net clinics in underserved communities. The Quality Improvement Specialist must be self-motivated and able to manage multiple tasks, work with diverse people, carry a heavy workload, and travel within Colorado (up to 70%). The Quality Improvement Specialist will be a team member of the Quality Initiatives Division (QID) and will be responsible for working with a multidisciplinary team on related QID projects.

The position's primary activity is providing training and technical assistance to support Colorado's CHCs. The specialist will provide support for the following: practice transformation, patient engagement, clinical data for quality improvement, integration of behavioral and oral health into the medical setting, and exploration of care coordination efforts. The specialist will need to possess technical and analytical writing skills, as well as the capacity to deliver information in a manner that is accessible to a wide audience, including technical and non-technical groups. The position will require interviewing, team improvement, program management and development, and facilitation skills. It also includes, but is not limited to, the following duties:

General Duties:

1. Develops, implements, and evaluates strategic work plans, forecasting financial requirements, and preparing reports for funders.
2. Collects information and assists in development of materials for Project ECHO, Komen Colorado Grant, CCHN's Group Purchasing Order partnership, scholarship programs, and other projects as assigned.
3. Attends and participates in project-related webinars, regional, and national conventions when requested.
4. Supports CCHN's partnership with Project ECHO; attending partnership meetings, and site visits with all CHCs to provide an overview of ECHO Colorado.
5. Coordinate the Komen Colorado Grant, including deliverable tracking, data collection and reporting.
6. Facilitate the CCHN Agricultural Worker Peer Group and Migrant Head Start partnership group.
7. Coordinate CCHN's work meeting the Bureau of Primary Health Care work plan deliverables related to special populations, defined as agricultural workers and LGBTQ patients.
8. Collects, aggregates, and analyzes data from CHCs (including data quality validation) to inform data report development. Presents data to CHCs, including staff and directors, both remotely and in-person.
9. Travels to Colorado CHC to provide program specific technical assistance up to 70% of the time.
10. Facilitates and coordinates CHC training and technical assistance including practice facilitation, small- and large-scale trainings, and webinars.
11. Plans and facilitates internal and external meetings, trainings, webinars, and conference calls.

12. Represents CCHN in fostering external partnerships with key stakeholders (including, but not limited to, state agencies, coalitions, etc.) by attending regular state- and region-wide meetings, conferences, and networking events.
13. Attends trainings, as necessary, to obtain and maintain certification in required areas of expertise.
14. Works with the QID Senior Manager and VPQO to develop, implement, and evaluate strategic work plans, forecasting financial requirements, and preparing reports for funders.
15. Researches and identifies funding opportunities for CCHN to support the continuation and expansion of QID projects.
16. Engages CHCs in program initiatives through in-person meetings and development of written promotional materials.
17. Responds professionally to requests for information from partners, coalition and CHC members, as well as the public.
18. Assumes other responsibilities as assigned by the Senior Quality Initiatives Manager and VPQO.
19. Reports corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation.

Desired Qualifications:

Bachelor's degree in a related field.

At least two years of experience in appropriate field (public health, community health, or other health related field).

Familiarity with group facilitation and healthcare practice transformation.

At least two years of experience working in an office environment.

Excellent organizational skills and strong written and verbal communication skills.

Ability to work with minimal supervision and maximum accountability.

Demonstrated ability to work with customer/client groups and/or experience in membership organizations.

Ability to work as a team member and work effectively with diverse people.

Ability to manage and prioritize multiple tasks.

Pleasant manner in telephone and personal contacts and a professional demeanor.

Strong computer skills, particularly in Microsoft Office Word, Excel, Outlook, and the internet.

Demonstrated awareness of, and value for, cultural competence.

Fluency in written and spoken English.

Ability to travel, including overnight trips.

Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

The ideal Quality Initiatives Coordinator will display sound judgment, relate well to the public and staff, have a professional demeanor, prioritize customer satisfaction, and be well organized.

CCHN is an equal opportunity employer offering flexible benefits, a casual work environment, and a competitive salary (DOE).

Category: Full-Time, Non-Exempt

Responsible to: Senior Quality Initiatives Manager

Supervises: N/A

Job Description Effective Date: May 2018

Hiring Range: \$21.15 – 23.00/per hour

Please respond to the following questions. Please limit your responses to one page.

- 1) This job requires completion of multiple tasks with competing deadlines and attention to detail. Please describe your experience with completing multiple tasks and your approach to this challenge.
- 2) A large portion of this position will require data collection, analysis, and report generation. Please describe your most recent experience aggregating and analyzing data in Excel, and then preparing reports and data displays.

To Apply: Please submit the following to Victoria Anderson at vanderson@cchn.org. No phone calls please. This position will remain open until filled.

1. A cover letter
2. Updated resume with all relevant qualifications/history
3. Three references
4. Written answers to the following two questions (limit responses to one page total):
 - a. This job requires completion of multiple tasks with competing deadlines and attention to detail. Please describe your experience with completing multiple tasks and your approach to this challenge.
 - b. A large portion of this position will require data collection, analysis, and report generation. Please describe your most recent experience aggregating and analyzing data in Excel, and then preparing reports and data displays.