

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 Initiatives 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 40%). The 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: team-based care, practice transformation, oral health integration, behavioral health integration, and data for quality improvement. 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 diverse audience, including technical and non-technical groups. The position will require relationship building, team improvement, program management and development, and facilitation skills. It also includes, but is not limited to, the following duties:

General Duties:

1. Works collaboratively with the Oral Health Program Manager to facilitate the quality improvement capacity of Community Health Centers:
 - a. Provide practice facilitation to the participating CHCs to identify areas of improvement in clinical and operational capacities using practice coaching, small- and large-scale trainings, and webinars.
 - b. Support CHCs in implementing new documentation structures and implement changes to clinical workflow to utilize care team members more fully.
 - c. Collaborate with the CHCs to facilitate collection of data. Review the data to inform data report development. Present data to CHCs, including staff and directors, both remotely and in-person.
 - d. Collaborate with CHC staff to integrate patient-centered activities into their current workflow and processes in alignment with national initiatives.
 - e. Collect and share best practices and successes among CHCs through developing change packages, implementation guidelines, needs assessments, evaluations, memos, and case studies.
 - f. Support CHCs in implementing evidence-based change packages for practice transformation.
2. Collaborates with the QID Division to engage CHCs in program initiatives through in-person meetings and development of written promotional materials.
3. Under the supervision of the Oral Health Program Manager, organizes, implements, and facilitates specific workgroups as assigned.
4. Plans and facilitates internal and external meetings, trainings, webinars, and conference calls.
5. Prepares and presents written project updates for the CCHN Peer networks as requested.
6. Travels to Colorado CHCs to provide program specific-technical assistance up 40% of the time.
7. Attends trainings, as necessary, to obtain and maintain certification in required areas of expertise.
8. At the discretion of the Oral Health Program Manager, 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.
9. Performs related responsibilities as assigned by the Vice President of Quality and Operations, QID Director, Oral Health Program Manager, and Practice Transformation Projects Manager.
10. Works with the VP of Quality and Operations and the QID Director to develop, implement, and evaluate strategic work plans, forecasting financial requirements, preparing reports for funders, and support implementation of the Access for All Colorado Quality Pillar.

11. Works with QID Director and other staff to identify funding opportunities for CCHN to support the continuation and expansion of QID projects.
12. Report 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:

1. Bachelor's degree.
2. At least two years of experience in appropriate field (public health, community health, or other health related field).
3. At least two years of experience in practice coaching, using data for quality improvement, group facilitation, health care practice transformation, and team-based care in a health care setting.
4. Experience with or knowledge of oral health and behavioral health integration preferred.
5. Experience with or knowledge of Community Health Centers preferred.
6. At least two years of experience working in an office environment.
7. Excellent organizational skills and strong written and verbal communication skills.
8. Ability to work with minimal supervision and maximum accountability.
9. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
10. Ability to work as a team member and work effectively with diverse people.
11. Ability to manage and prioritize multiple tasks.
12. Pleasant manner in telephone and personal contacts and a professional demeanor.
13. Strong computer skills, particularly in Microsoft Office Word, Excel, and Outlook.
14. Demonstrated awareness of, and value for, cultural competence.
15. Fluency in written and spoken English.
16. Ability to travel, including overnight trips.
17. Physical ability to stoop, kneel, bend, use a computer, and perform light lifting.

The ideal Quality Initiatives Specialist will have a high degree of independence, flexibility and initiative; 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 competitive compensation (DOE).

Category: Full-Time; Non-Exempt

Responsible to: Oral Health Program Manager

Supervises: N/A

Salary Range: \$52,000 - \$56,000

Job Description Effective Date: 9/23/2019

To Apply: Please email the following to humanresources@cchn.org, Attn: Quality Initiatives Specialist

1. Cover letter
2. Updated resume
3. Written answers to the following questions (limit responses to one-page total):
 - a. Please describe your experience convening a learning collaborative or facilitating peer learning opportunities.
 - b. Please describe your approach to communicating with and encouraging increased integration and collaboration between members of a care team.

The position is open until filled. Please submit inquiries by 5 p.m. on October 11, 2019. No phone calls please.