



## COLORADO COMMUNITY HEALTH NETWORK (CCHN) Job Description

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**Job Title:** Quality Initiatives Workforce Specialist

**Division:** Quality Initiatives Division

**Reports to:** Quality Initiatives Manager

**Supervises:** N/A

**Category:** Part-time 26 hours per week (0.65 FTE)

**Date:** August 13, 2021. This is a term-limited position and funding/work cannot be guaranteed beyond April 30, 2023.

**Purpose of Position:** under general supervision, provides training and technical assistance to support Colorado's federally qualified Community Health Centers (CHCs). Primary role will be the development of materials, activities, and resources that support the recruitment, continuing education, and retention of Medical Assistants at CHCs in Colorado.

### **Essential Duties/Responsibilities:**

1. Researches, analyzes, collects, and shares promising practices and successes among CHCs.
2. Works collaboratively with the Quality Initiatives Project Manager to facilitate the quality improvement and team-based care capacity of CHCs in Colorado, specific to the project.
3. Works collaboratively to develop materials, activities, and resources to improve recruitment and retention of Medical Assistants (MAs) at CHCs.
4. Plans and facilitates internal and external virtual and in-person meetings, trainings, webinars, conference calls, and workgroups specific to MA workforce improvements.
5. Prepares and presents written project updates as requested.
6. Supports CHCs in implementing project-related materials.
7. Partners with CCHN's Health Center Operations Division to align work and avoid duplication of efforts to promote recruitment, continuing education, and retention of MAs.
8. 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.

### **Other Duties/Responsibilities:**

9. Collaborates with the Quality Initiatives Division (QID) to engage CHCs in program initiatives through in-person meetings and development of materials that promote public awareness of the MA role and bring awareness of CHCs to existing MAs.
10. Submits and tracks completed documents through the CCHN document review process.
11. Attends and participates in project-related webinars, regional, and national meetings as requested.
12. At the discretion of the Quality Initiatives Project Manager, supports CCHN's partnerships by attending partnership meetings and sharing pertinent project updates.
13. Connects CHC members to CCHN staff for assistance for requests that are outside QI Specialist's area of expertise.

14. Work in partnership with supervisor to help facilitate and coordinate the CCHN QI Peer Group. Assists Quality Initiatives Project Manager with meeting coordination, facilitation, and follow-up items for CCHN's Quality Improvement Peer Group
15. Performs related responsibilities as assigned by the QI Project Manager, QID Director, and Vice President of Quality and Operations.

Note: Employees are held accountable for all duties of this job.

**Job Qualifications:**

1. Ability to manage and prioritize multiple tasks.
2. Ability to present and interpret complex information to multiple audiences in person and virtually.
3. Demonstrated awareness of, and value for, cultural competence.
4. Ability to work with minimal supervision and maximum accountability.
5. Ability to work as a team member and work effectively with diverse groups.
6. Ability to think critically, problem solve, and practice solution-based thinking.
7. Ability to build rapport, credibility, and trust, and maintain effective working relationships.
8. Ability to thrive in a complex and rapidly changing environment.
9. Ability to process and organize facts and data to define a problem and develop effective solutions.
10. Ability to travel, including overnight trips (less than 10%).

**Knowledge, Skill, and Ability:**

1. Knowledge of primary care clinical operations.
2. Proficient in Microsoft Office, Microsoft TEAMS, and ZOOM software.
3. Fluency in written and spoken English.
4. Proficient written and oral communication skills.
5. Comfortable speaking in front of groups and facilitating meetings.
6. Knowledge of Patient-Centered Medical Homes (PCMH).
7. Knowledge of team-based care.
8. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
9. Possess technical and analytical writing skills and the capacity to deliver information that is accessible to a diverse audience, including technical and non-technical groups.
10. Ability to facilitate group discussions that challenge participants to consider various approaches/solutions.
11. Demonstrated ability to work remotely and manage time and tasks.

**Training/Education:** Bachelor's degree required. Considerable experience will be considered in lieu of a degree.

**Experience:**

1. At least two years of experience in appropriate field (primary care, Community Health Center setting, public health, or other health related field), or equivalent degree.
2. Experience as a medical assistant, nurse, or certified nursing assistant in primary care preferred.
3. Experience with group facilitation, practice transformation, and/or Community Health Centers preferred.

**Working Environment and Physical Activities**

1. Hybrid office environment with up to 50% remote work.

2. Ability to travel. This position typically requires several hours of travel to meetings in the front range area monthly. Additional travel may also be required, with approximately three to seven in-state overnight trips per year.
3. All newly hired employees are required to provide proof of being fully vaccinated against COVID-19 or have a qualified exemption.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

**Position Salary Range:** \$24.50 - \$27.00 per hour (Non-Exempt)

**Benefits:** CCHN provides a comprehensive benefits package that includes:

1. Insured group health, dental, & vision plans
2. Medical and dependent care flexible spending account options
3. 401k retirement plan with an employer contribution match
4. Life, AD&D, and Long-term disability plans paid for by employer
5. Free 24/7 access to confidential resources through an Employee Assistance Program (EAP)
6. Voluntary benefit plans to complement health care coverage including accident insurance, critical illness, and short-term disability
7. A generous mix of vacation, sick and holiday paid days off

**To Apply:**

Please email the following to Valerie Nielsen at [ynielsen@cchn.org](mailto:ynielsen@cchn.org) with "QI Workforce Specialist" in the subject line.

- Cover letter
- Resume
- Written answers to the following questions (limit responses to one-page total):
  - How do you familiarize yourself with new content, new projects, or a new area of work?
  - Please describe your experience working with primary care, Community Health Center setting, public health, or other health related field.
  - What is your approach to planning, preparing, and leading meetings?

This position is open until filled.