



COLORADO COMMUNITY HEALTH NETWORK (CCHN) Job Description

Job Title: Quality Initiatives Specialist
Division: Quality Initiatives Division (QID)
Reports to: Quality Initiatives Manager
Supervises: N/A
Category: Full-time, Non-exempt
Date: March 18, 2022

To Apply:

Please email the following to Holly Kingsbury at holly@cchn.org with “Quality Initiatives Specialist” in the subject line.

- Cover letter
- Resume
- Written answers to the following prompts (please limit responses to one page total):
 - Please describe your experience with leading groups towards achievement of a shared goal.
 - How do you familiarize yourself with new content, new projects, or a new area of work?

Purpose of Position: Under general supervision, provides practice facilitation, training, and technical assistance to support Colorado’s federally qualified Community Health Centers (CHCs). Primary roles will be developing materials, activities, and resources that support CHCs’ dental programs and providing technical assistance and practice facilitation support to CHCs related to team-based care.

Essential Duties/Responsibilities:

1. Works collaboratively with the Quality Initiatives Director and other CCHN staff to strengthen the statewide Community Health Center dental workforce:
 - a. Assesses the current facilitators and barriers to recruitment, retention, and development of the CHC dental workforce and staffing models used by CHCs.
 - b. Researches, analyzes, collects, and shares promising practices and successes among CHCs.
 - c. Engages CHC staff and providers, partners, and subject-matter experts to inform the development of materials, activities, and resources to improve training, recruitment, and retention of dental assistants, dental hygienists, and dentists at CHCs.
 - d. Prepares and presents written and verbal project updates as requested.
2. Provides training and technical assistance to CHCs to strengthen CHC oral health programs.
3. Facilitates the quality improvement and team-based care capacity of Community Health Centers:
 - a. Provides practice facilitation to CHCs to identify areas of improvement in clinical and operational capacities using practice coaching, small- and large-scale trainings, and webinars.
 - b. Supports CHCs in implementing new documentation structures and changes to clinical workflow to utilize care team members more fully.
 - c. Collaborates with the CHCs to facilitate data collection and data analysis to direct improvement efforts. Present data to CHCs, including staff and leadership, both remotely and in-person.

- d. Collaborates with CHC staff to integrate patient-centered activities into their current workflow and processes.
 - e. Collects and shares best practices and successes among CHCs through developing change packages, implementation guidelines, needs assessments, evaluations, and case studies.
 - f. Supports CHCs in implementing evidence-based change packages for practice transformation.
 - g. Prepares and presents written project updates as requested.
4. Plans, facilitates, and supports internal and external virtual and in-person meetings, trainings, webinars, conference calls, and workgroups.
 5. At the discretion of the Quality Initiatives Director and Senior Quality Initiatives 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.
 6. 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:

1. Takes detailed notes/meeting minutes as necessary to capture key discussions and share updates with relevant parties.
2. Submits and tracks completed documents through the CCHN document review process.
3. Attends and participates in project-related webinars and state, regional, and national meetings as requested.
4. Connects CHC members to CCHN staff for assistance for requests that are outside QI Specialist's area of expertise.
5. Performs related responsibilities as assigned by the Senior Quality Initiatives Manager, Quality Initiatives 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, diversity, equity, and inclusion.
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 occasional overnight trips (less than 10%).

Knowledge, Skill, and Ability:

1. Knowledge of primary care clinical operations, oral health/dental workforce or operations, and/or team-based care.
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. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
7. 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.
8. Ability to facilitate group discussions that challenge participants to consider various approaches/solutions.
9. Demonstrated ability to work remotely and manage time and tasks.

Training/Education: Bachelor's degree in a related field preferred. At least three years of experience in a relevant field, such as primary care or Community Health Center setting, oral health/dental, workforce, or practice facilitation, will be considered in lieu of a degree.

Experience:

1. At least two years of experience in relevant field (primary care, oral health/dental, workforce, team-based care, Community Health Center setting, public health, or other health-related field)
2. Experience with at least one of the following areas preferred:
 - a. Group facilitation, practice coaching, health care practice transformation, facilitating peer learning, and/or health care quality improvement.
 - b. Developing and implementing health training programs or supporting the professional development of the health care workforce.
 - c. Familiarity with Community Health Centers or Primary Care Associations.

Working Environment and Physical Activities

1. Hybrid office environment with up to 80% remote work, subject to change.
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 depending on experience (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

This position is open until filled.