



COLORADO COMMUNITY HEALTH NETWORK (CCHN) Job Description

Job Title: Quality Initiatives Specialist – Team-Based Care and Oral Health

Division: Quality Initiatives Division (QID)

Reports to: Senior Quality Initiatives Manager

Supervises: N/A

Category: Full-time, Non-exempt

Date: May 17, 2022

To Apply:

Please email the following materials to Taylor Miranda Thompson at tmiranda@cchn.org with “Quality Initiatives Specialist – Team-Based Care & Oral Health” 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 the achievement of a shared goal.
 - How do you familiarize yourself with new content, new projects, or a new area of work?

Purpose of Position: This position utilizes professional training and experience in health care quality improvement and practice facilitation to provide training and technical assistance to Colorado’s federally qualified Community Health Centers (CHCs). Primary projects of focus include team-based care and integration of oral health services into primary care. This position will also provide training and technical assistance to support CHC dental programs.

Essential Duties/Responsibilities:

1. Facilitates the quality improvement, medical-dental integration, 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, 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 inform 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.
2. Provides training and technical assistance to strengthen CHC oral health programs.
3. Plans, facilitates, and supports internal and external virtual and in-person meetings, trainings, webinars, conference calls, and workgroups.
4. 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.

5. 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. Provides support to the Colorado Dental Health Network, a peer learning network of Community Health Center dental leaders.
3. Submits and tracks completed documents through the CCHN document review process.
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, medical-dental integration, 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 in a primary care or Community Health Center setting, oral health/dental, integrated healthcare, or practice facilitation, will be considered in lieu of a degree.

Experience:

1. At least two years of experience in relevant field (primary care, medical-dental integration, 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. Familiarity with Community Health Centers and/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 overnight trips per year (less than 10%).
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: \$25.50 - \$28.00 per hour depending on experience (non-exempt)

Benefits: CCHN provides a comprehensive benefits package that includes:

1. Employee and Employer Premium Sharing Medical Plan
2. Employer paid dental, & vision plans
3. Medical and dependent care flexible spending account options
4. 401k retirement plan with no waiting period and an employer contribution after 90 days of employment
5. Employer paid Life, AD&D, and Long-term disability plans
6. Free 24/7 access to confidential resources through an Employee Assistance Program (EAP)
7. Voluntary benefit plans to complement health care coverage including accident insurance, critical illness, and short-term disability
8. A generous mix of vacation, sick, and holiday paid time off, including 15 vacation days accrued per year, accrued sick time, and 11 paid holidays.

This position is open until filled.