

# COLORADO COMMUNITY HEALTH NETWORK (CCHN)

Job Description

**Job Title:** Quality Initiatives Coordinator  **Division:** Quality Initiatives Division (QID)  **Reports to:** Quality Initiatives Manager  **Supervises:** N/A

**Category:** Full-time, Non-exempt

**Date:** 8/24/2022

# To Apply:

Please email resume and cover letter describing your interest in the position to Valerie Nielsen at vnielsen@cchn.org with “Quality Initiatives Coordinator” in the subject line.

**Purpose of Position:** The Quality Initiatives Coordinator provides support to the Quality Initiatives Division and contributes to the success of Colorado’s Community Health Centers (CHCs) in three primary ways:

* Assisting with identifying promising practices and key resources to support medical, dental, and behavioral health care at Community Health Centers
* Contributing to the collection, analysis, and sharing of data that supports the Community Health Center mission
* Supporting communication and engagement with Community Health Centers through meetings, trainings, and written communications

The ideal candidate is self-motived, detail-oriented, able to manage and prioritize multiple assignments, and enjoys working collaboratively.

# Essential Duties/Responsibilities:

1. Assists QID members with collecting, and sharing promising practices, lessons learned, and informational resources among CHCs.
2. Coordinates collection and entry of data for projects and reporting, such as annual patient experience data collection, with direction and support from the Quality Initiatives Manager.
3. Assist with scheduling and planning virtual and in-person events, meetings, and training sessions
4. Attends project-related webinars, and state, regional, and national meetings when assigned by the Quality Initiatives Manager.
5. Contributes to CCHN’s Newsletter, Member Email Update, and the weekly clinical sections email.
6. Drafts and sends mail or e-mail communications and newsletters at the discretion of the Quality Initiatives Manager, Senior Quality Initiatives Manager, Quality Initiatives Director, and Vice President of Quality and Operations.
7. Provides administrative support to the Quality Improvement Peer Group (QIPG) as well as other QID-led peer groups, including taking minutes, sharing materials, and assisting with scheduling.
8. Responds professionally to requests for information from partners, coalition, and Community Health Center members, as well as the public.
9. Assists with preparation and presentation of written and verbal project updates, as assigned.
10. Assumes other responsibilities as assigned by the Quality Initiatives Manager, Senior Quality Initiatives Manager, and Quality Initiatives Director.

# Other Duties/Responsibilities:

1. With support from the Quality Initiatives Manager, drafts documents (e.g. reports, toolkits, resource compilations) and submits and tracks completed documents through the CCHN document review process.
2. At the discretion of the Quality Initiatives Manager, supports CCHN’s partnerships by attending partnership meetings and sharing pertinent project updates.
3. Connects CHC members to CCHN staff for assistance for requests that are outside QI Coordinator’s area of expertise.
4. Operates and creates original content in various computer programs, including: Outlook, Excel, Word, Access, WordPress, Adobe Acrobat, Adobe InDesign, and third-party databases and communication design applications.
5. Maintains Quality Initiatives Division-related sections of the CCHN website, CCHN Global Contacts List, and other division updates with input from QID members.
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.

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 occasional overnight trips (less than 10%).

# Knowledge, Skill, and Ability:

1. Fluency in written and spoken English.
2. Proficient written and oral communication skills.
3. Proficient in Microsoft Office, Microsoft TEAMS, and Zoom software and ability to learn additional software.
4. Proficient in basic data analysis and data visualization.
5. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
6. 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.
7. Demonstrated ability to work remotely and manage time and tasks.

**Training/Education:** Bachelor’s degree or Associate’s degree (or equivalent experience).

# Experience:

1. Minimum two years’ experience working in an office environment.
2. Experience in data collection, analysis, and presentation using Microsoft excel.
3. Preferred experience in the areas of health care, oral health, public health, or Federally Qualified Community Health Centers.

# Working Environment and Physical Activities

1. Hybrid office environment with up to 80% remote work.
2. Ability to travel. This position typically requires occasional travel to meetings in the Colorado Front Range area and occasional overnight travel (one to four 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:** $23.50 to $25.50 per hour (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.