



COLORADO COMMUNITY HEALTH NETWORK (CCHN)

Job Description

Job Title: Quality Initiatives Specialist

Division: Quality Initiatives Division

Reports to: Senior Quality Initiatives Manager

Supervises: N/A

Category: Full-time, Non-exempt

Date: March 1, 2023

To Apply:

Please email the following materials to Taylor Miranda Thompson at tmiranda@cchn.org with "Quality Initiatives Specialist" in the subject line. Applications with missing materials will not be considered.

- Cover letter
- Resume

Purpose of Position: This position uses 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, behavioral health integration, and oral health integration. This position will also provide training and technical assistance to support CHC dental programs.

Essential Duties/Responsibilities:

1. Works collaboratively with the Senior Quality Initiatives Manager and Quality Initiatives Division team to guide the quality improvement of Community Health Centers (CHCs), with a focus on integrated care and team-based care.
 - a. Facilitates and coordinates CHC training and technical assistance including general practice facilitation; workflow development; and coaching multidisciplinary teams.
 - b. Collaborates with the CHCs to facilitate data collection, reviews data to inform data report development, and presents data to CHCs and partners.
 - c. Monitors deliverables for project including data collection and CHC reporting.
 - d. Prepares written and verbal project updates for partner/funder meetings.
 - e. Collects and shares best practices and successes among CHCs.

2. Coordinates with key partners and funders to present project updates, prepare progress reports, and represent interests of CHCs.
3. Develops content and resources for CHCs and partner audiences, including but not limited to fact sheets, resource lists, and toolkits.
4. At the discretion of the Quality Initiatives Director and Senior Quality Initiatives Manager, attends and represents interests of CCHN and CHCs at relevant task forces and partner meetings.
5. Plans and facilitates internal and external meetings, trainings, webinars, conference calls, and workgroups.
6. Attends and participates in project-related webinars, regional, and national conventions as requested.
7. Prepares and presents written and verbal updates for CCHN peer networks as requested.
8. Travels to Colorado CHCs to provide program specific technical assistance approximately 10% of the time, and in accordance with CCHN's Hybrid/Remote Work Policy.

Other Duties/Responsibilities:

1. Represents CCHN in fostering external partnerships with key stakeholders (including, but not limited to, state agencies, coalitions, funders, etc.) by attending regular state- and region-wide meetings, conferences, and networking events as assigned.
2. Works in partnership with Quality Initiatives Division staff to facilitate, coordinate, and take notes for peer learning groups.
3. Responds professionally and in a timely manner to requests for information from partners, coalition and CHC members, as well as the public.
4. Works with the Senior QI Manager, Quality Initiatives Division Director, and VPQO to develop, implement, and evaluate work plans; forecast financial requirements; prepare reports for funders; and support implementation of the Access for All Colorado Quality Pillar.
9. Performs related responsibilities as assigned by the Senior QI Manager, Quality Initiatives Division Director, and VPQO.
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.

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

Job Qualifications:

1. Ability to manage and prioritize multiple tasks.
2. Ability to think critically, problem solve, and practice outcome-based thinking.
3. Ability to process and organize facts and data to define a problem and develop effective solutions.
4. Ability to present and interpret complex information to multiple audiences in person and virtually.
5. Ability to build rapport, credibility, trust, and maintain effective working relationships.
6. Ability to work as a team member and work effectively with diverse groups.
7. Demonstrated awareness of, and value for, cultural competence.

8. Ability to work with minimal supervision and maximum accountability.
9. Ability to travel, including overnight trips (less than 10%).

Knowledge, Skill, and Ability:

1. Ability to facilitate group discussions that challenge participants to consider various approaches/solutions.
2. Experience with or knowledge of Community Health Centers, safety-net clinics, or primary care settings preferred.
3. Experience or familiarity with topics of team-based care, integrated care, oral health, behavioral health, and quality improvement preferred.
4. Proficiency in Microsoft Office software, including Word, Excel, and PowerPoint.
5. Proficiency in using virtual meeting platforms such as Microsoft Teams and Zoom.
6. Fluency in written and spoken English
7. Proficiency in written and oral communication skills.
8. Ability to lead, plan, and manage change among teams.
10. Ability to analyze, organize, and evaluate data.
9. Ability to work with customer/client groups and/or experience in membership organizations.
10. Solid knowledge of, and value for, cultural competence and diversity, equality, equity, and inclusion.

Training/Education: Bachelor's Degree required. Equivalent experience of 3+ years in a relevant field, such as in a primary care or CHC setting, oral/dental health, behavioral health, or practice facilitation will be considered in lieu of a degree.

Experience:

1. At least two years of experience in field(s) of primary care, Community Health Center setting, quality improvement, or membership organization.
2. Experience with the following preferred: practice facilitation or coaching, meeting facilitation, quality improvement, team-based care, and/or integrated care.

Working Environment and Physical Activities:

1. CCHN follows a hybrid work structure where employees can work remotely or in the office. The policy is subject to change, but is currently 80% remote work.
2. Ability to travel. This position typically requires several hours of travel to meetings in the Denver or Colorado statewide area each month. Additional travel may also be required, with multiple in-state overnight trips per year. Out-of-state overnight trips may occur, approximately once per year or less.

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 - \$27.50 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, including 15 vacation days accrued per year, accrued sick time, and 11 paid holidays.

This position is open until filled.