



Healthy Start Manager of Quality Improvement

GENERAL SUMMARY: Under the leadership of the Associate Executive Director coordinates and manages continuous quality improvement activities of the Healthy Start Care Coordination System.

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Communicates effectively with diverse populations and providers.
- Manage the Coalition's continuous quality improvement activities over funded contracts for the Healthy Start System of Care:

Healthy Start System of Care:

- Maintains and tracks all CQI activities required by providers in their contracts.
 - Staff meeting documentation
 - Staff shadowing documentation
 - Staff supervision documentation
 - Client Success Stories
 - ICT Submissions and case review meetings
 - Compilation of CQI activity summary for reports
 - Chart audits: distribute names, review and summarize
- Monitor and ensure the Staff Credential Report is completed.
- Implement the Client Satisfaction Survey quarterly and compile it for the Annual Report to HSMN according to their format.
- Conduct annual site visits and prepare an audit report.
- Work with clients to provide information and referrals to CONNECT.
- Provide System of Care numbers quarterly to HSC for report to BOD.
- Work with AED on newsletter submissions on Healthy Start System of Care.
- Maintains the System of Care Directory.
- Uses QI data on services and benchmarks to ensure model fidelity and achievement of client outcomes.
- Provides frequent feedback about performance to each provider site.
- Facilitates rapid cycle quality improvement projects (Plan, Do, Study, Act) at each provider site based on performance issues with a provider or the System of Care.
- Plans and directs trainings related to the new System of Care.

Learning Management System & Well-Family Case Management Data System

- Reviews WFS data for data accuracy and works with providers to correct missing data.
- Provides technical assistance to System of Care.
- Identifies and works to resolve data barriers and systemic issues.
- Utilizes data reports from the Well Family System for CQI activities and PDSA cycles.
- Manages provider portal in Well Family System.
- Manages LMS and WFS activation and deactivation requests.
- Tracks required trainings for providers in the LMS.

Other Responsibilities

- Participates in conference calls regarding the System of Care.
- Prepare minutes for meetings of the System of Care, Home Visitation Advisory Board and CONNECT.
- Provides support for successful implementation and quality assurance of TEAM Dad program.

KNOWLEDGE and SPECIAL SKILLS:

- Minimum of a Bachelor's Degree, Master's Degree preferred in Public Health or related field.
- 2-4 years of experience in data collection, data analytics, and data management.
- Experience in client database management preferred.
- Intermediate to proficient skills in Microsoft Office (Word, Excel, and PowerPoint). The ability to produce charts and graphs and write formulae in Excel preferred.
- Excellent interpersonal, written and verbal communication skills.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit for extended periods; use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; talk or hear. The employee may occasionally need to stand, walk, or lift and/or move up to 10 pounds. Specific vision abilities required include close vision and the ability to adjust focus.

Physical Requirements for Positions with Driving Requirements:

- Must be able to sit for extended periods while operating a motor vehicle.
- Ability to enter and exit vehicles multiple times per day.
- Must be able to occasionally lift, carry, push, or pull up to [25–50] pounds (adjust per job role).
- Must have sufficient visual acuity and hearing to safely operate a vehicle and follow traffic signals and auditory cues.
- Manual dexterity is required to operate vehicle controls and related equipment.
- May be exposed to varying weather conditions and traffic environments.

AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:

This job description is intended to describe the general nature and level of work being performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and applicable state and local laws.

Healthy Start Coalition is an Equal Opportunity Employer and values diversity in the workplace. We provide equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other protected status in accordance with applicable federal, state, and local laws. We will make reasonable accommodations for qualified individuals with known disabilities, as required by the ADA. If you require reasonable accommodation, please contact Human Resources.

SERVICE EXCELLENCE STANDARDS:

- Exhibits a total commitment to maintaining high quality service standards of the Healthy Start Coalition.
- Functions as an effective team member in accordance with agency policies and procedures.
- Demonstrates professionalism in dealing proactively with clients, supports, providers, and the Board and general public.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.

EOE/DFWP/Smoke-free workplace/campus

HSC utilizes the Clearinghouse for background screening <https://info.flclearinghouse.com/>

Qualified candidates email resume to jobs@hstart.org