



POSITION DESCRIPTION

POSITION TITLE: Director of Quality

POSITION SUMMARY: Work with local community and faith-based organizations to increase equitable access to care by improving quality of patient care and create a quality improvement culture in addition to incentivizing volume of encounters.

REPORTS TO: Executive Director

STATUS: Full Time

LOCATION: Remote

ESSENTIAL FUNCTIONS:

- Build member capacity to improve and increase access to quality care for uninsured adults in safety net clinics, to demonstrate improvements in measurable clinical outcomes for participating clinics in a manner that tells a statewide story, and to support and engage with participating clinics to increase capacity for quality improvement work.
- Assess and accommodate the needs of the learner including regular in-person visits as needed to ensure competency at the clinic/program level.
- Implement a system for continuous quality improvement in support of members.
- Provide training and technical assistance to membership as TCCN implements new quality improvement/Quality Assurance (i.e., QI/QA) initiatives including the Roadmap to Health Equity.
- Develop curricula and ensure regular updates consistent with evolving best practices
- Project a welcoming attitude that ensures sub-awardees feel invited and supported as they engage in the program.
- Conduct online and in-person training and technical assistance to ensure standardized measurement of selected outcome variables.
- Collaborate with Director of Grants to ensure grants and other materials align with program goals and outcomes.
- Assist membership with risk management, regulatory and compliance issues.
- Lead quality/outcomes improvement initiatives by identifying key performance metrics, providing training and technical assistance, and delivering education to members and public.
- Foster relationships with local and state community partners.
- Develop and maintain strong relationships with members and partners of TCCN.
- Collaborate in developing the TCCN's Standards of Care survey, Annual Outcomes Survey or any other surveys by providing leadership in tool development, administration, and results analysis and reporting.
- Assist with special projects as needed.

EXPERIENCE AND EDUCATION:

- Bachelor's Degree in relevant field with experience in data analysis and database maintenance.
- Minimum of 2-5 years of experience with population health analytics and the collection of population health data.
- Demonstrated experience developing and delivering training curricula.
- Familiarity working in free and charitable health care environment preferred.
- Familiarity working in a nonprofit setting preferred.



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent computer skills, extensive knowledge of MS Office, including ability to write Excel formulas.
- Willing and able to learn new database applications.
- Excellent written and verbal communication skills.
- Strong problem-solving skills, attention to detail.
- Excellent planning and organizational skills.
- Ability to work independently and in a team environment.
- Strong work ethic, and superior record of ethical service.
- Willing to travel to assist TCCN members (reliable transportation required).