

Jurisdictional Class: Competitive
Adopted: January 6, 2014
Revised: March 11, 2021

QUALITY COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is a professional management position responsible for the establishment of quality standards and promotion of quality culture within the organization as well as agency compliance to County, State, and Federal practices, laws, rules, and regulations. This position oversees regulatory and performance systems in Public Health including ongoing maintenance of national public health accreditation, compliance with NYS Health Department employee health mandates, employee training mandates, operational policies, and regulatory systems including operational policies and agency licensing requirements. The position will oversee all aspects of quality plan, quality policy, and quality improvement programs from within the department and throughout the community. The work involves responsibility and accountability for assessment, policy development, employee health requirements and training, and adherence to standards required by regulations and guidelines set by agency policy, legal mandates, and professional standards of practice. The work is performed under the general direction of the Director of Public Health with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision may be exercised over the work of subordinate professional and clerical staff and interns. The position also supervises the work of the Public Health Emergency Preparedness Program Coordinator. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Oversees the establishment of quality standards and promotion of quality culture within the organization;
- Oversees all aspects of quality plan, quality policy, and quality improvement programs including, but not limited to: National Public Health accreditation for the department, Executive Annual Quality Report and Improvement Plan for the Board of Health, editor of quality newsletter, and facilitates Departmental Quality Improvement Committee;
- Assists in policy and procedure development, revision, and implementation in carrying out certain aspects of administrative policies, and in monitoring for regulatory changes for such policies as: departmental personnel policy, blood borne pathogens policy, TB program policy (related to employee health and mandated trainings), trainings involving general confidentiality including HIV, child abuse (including Meth Labs), and county and departmental policies on violence prevention, hazmat training, HIPAA, and corporate compliance;
- Represents the department on division-level and departmental corporate compliance committees, various quality improvement committees and quality improvement tasked groups as assigned;
- Assists in individual division or departmental quality improvement initiatives that may be identified throughout the year including, but not limited to, departmental policy and procedure development, review and revision, development of work plans for quality improvement projects, program evaluation, incident related root cause brainstorming as assigned;
- Oversees and coordinates the department's mandated trainings programs and maintains employee health information program;
- Provides staff training in emergency competencies, quality concepts, leadership and others as identified as part of the management team;
- Identifies and recommends changes in operations, initiation and/or termination of programs/services based on assessment, and analysis of public health goals and community needs, applying legal, fiscal, and evidence based best practices;
- Maintains awareness of shared community health documents such as CHIP, CHA, and CSP;
- Identifies and facilitates opportunities for public health to contribute to collective efforts;
- Assists divisions in identifying service gaps in aligning current and new programs/activities with community health efforts;

Quality Coordinator

Participates in and ensures that division workforce participate in training for Incident Command System, emergency response and drills, and responds to community emergencies/disasters as part of the Public Health Response requirements;

Works with Director to establish, implement, and monitor Department's strategic plan.

Quality Coordinator

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of County, State, and Federal practices, laws, rules, and terminology regarding quality assurance and agency compliance;

Thorough knowledge of public health practices and principles, including population-based health improvement;

Thorough knowledge of public health accreditation process;

Good knowledge of quality improvement science and application;

Ability to create policy and procedures;

Ability to communicate effectively orally and in writing;

Ability to plan and administer staff education development;

Ability to use and request technology systems for accurate, efficient, and secure data management, record keeping, and communication for employee health and educational needs;

Ability to provide trainings and professional presentations;

Ability to describe and apply skills of core competencies within the context of the essential public health services;

Ability to establish and maintain cooperative working relationships;

Sensitivity to individual client needs with the ability to approach situations and establish policy that take into account diversities and cultural differences;

Ability to monitor and analyze financial and billing processes necessary to assist with reimbursement;

Flexibility;

Sound judgment.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Public Health, Nursing, Health Administration, or closely related field and one (1) year of management experience including facilitating quality improvement initiatives and/or quality assurance programs; or

(b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Nursing or a field relevant to public health and three (3) years of experience as outlined in (a) above; or

(c) An equivalent combination of experience and training as defined by the limits of (a) and (b) above.

NOTE: Candidates must complete fifteen (15) hours of continuing education in public health and management related topics approved by the New York State Department of Health within the first year of employment.

SPECIAL REQUIREMENT: Candidates must possess licensure and current registration to practice as a Registered Professional Nurse in New York State at time of application and appointment.