

Sample Job Description

Quality Manager for a CBO

Context and Explanation

This SAMPLE job description highlights some of the roles and duties AAAs, CBOs and AAA/CBO networks should look for in a Quality Manager, and should be modified to suit the specific needs of the agency seeking to fill the position.

Job Summary

[NAME OF AAA OR CBO] seeks a Quality Manager who will lead all quality initiatives, develop and maintain policies, procedures and tools to comply with accreditation standards, applicable regulatory agencies and contractual agreements. The ideal candidate will develop an organizational culture with the goal of improving services provided to individuals and their families, and will develop tools to evaluate the effectiveness of continuous quality improvement (CQI) efforts.

Primary Responsibilities

- Coordinates, facilitates and leads the development and maintenance of quality assurance and quality improvement system policies and procedures
- Establishes goals, records, tracks, measures and delivers reports on the progress of quality assurance and improvement activities as needed
- Develops, implements and maintains [AAA/CBO Name]'s Quality Assurance/Program Improvement plan
- Develops, implements, participates in and champions a quality improvement culture within the organization and with its business partners while ensuring consistency and excellence in the execution of the quality program
- Works collaboratively to assess and develop tools to monitor system effectiveness; and monitors progress of [AAA/CBO Name]'s response to problems identified throughout the quality assurance process and the effectiveness of changes implemented
- Recommends and manages all accreditation and certification initiatives and activities, including consulting on and providing assistance with initial and ongoing quality improvement and accreditation processes to partner organizations, as needed
- Assists the Operations Director in the development of methods, policies and procedures to ensure high-quality and efficient operations
- Develops and provides training on the philosophy of continuous quality improvement
- Develops Quality Improvement Dashboards/Reports (QIRs) and analyzes relevant trends
- Leads quality components of participating agency evaluation, coaching and training
- Creates and monitors adherence to quality-related policies, procedures and standards
- Participates in the development and implementation of strategic business and operational plans, projects, programs and systems while contributing toward the goals of [NAME OF AAA OR CBO]
- Oversees the maintenance of all physical and electronic QIR data, logs and records
- Maintains current knowledge of relevant public and private-sector quality standards, protocols and trends
- Develops and maintains positive, cooperative working relationships with coworkers, clients, stakeholders, participating agencies and the community
- Performs other tasks as assigned by the Operations and Agency Services Director

Reporting Relationships

The Quality Manager reports to the Operations and Agency Services Director and has no direct reports.

Qualifications and Skills

Minimum Desired Experience:

- Three or more years of experience implementing, maintaining or monitoring quality management or related programs in health care or social services, quality systems training, program development, business-to-business customer service, health care administration, public health, social sciences, gerontology or related fields
- Familiarity and experience with the principles of CQI, National Committee for Quality Assurance (NCQA) or other healthcare-related accreditation, Lean Six Sigma, and/or other industry standard for quality performance processes

Education:

- Bachelor's degree in statistics, business, quality or other health or social services—related field with a documented proficiency in statistical methods; business, social work or human services or exceptional, demonstrable on-the-job experience in the field

Skills:

- Software proficiency: Microsoft Office 365 applications, particularly Excel, Outlook, Word and PowerPoint, as well as population management database systems and an understanding of cloud-based storage solutions.
- Strong communications and interpersonal skills

Physical & Mental Position Qualifications

- Comprehend complex information related to the field of quality improvement
- Grasp and accurately process, distill, document and communicate complex facts
- Perform root cause analyses
- Design quality improvement trainings to lead others to understand and follow processes and procedures that generate quality results
- Demonstrate cultural sensitivity with individuals and groups of varying cultural, ethnic, and educational backgrounds and physical and mental abilities
- Analyze, evaluate, develop sound inferences and implement a reasonable course of action based on available information
- Communicate complex material and concepts effectively to a diverse audience, including individuals with disabilities and older adults, caregivers and members of the public, both in person and using technology
- Travel as needed, including overnight travel. Anticipated travel days will vary and may be significant at times to support specific project needs and objectives

This publication was produced by the Aging and Disability Business Institute. Led by The National Association of Area Agencies on Aging (n4a) in partnership with the most experienced and respected organizations in the Aging and Disability Networks, the mission of the Business Institute is to build and strengthen partnerships between aging and disability community-based organizations and the health care system. The Business Institute provides community-based organizations with the tools and resources to successfully adapt to a changing health care environment, enhance their organizational capacity and capitalize on emerging opportunities to diversify funding. Learn more at www.aginganddisabilitybusinessinstitute.org.