

**BROWARD HEALTHY START COALITION, INC.**

**JOB DESCRIPTION**

**Position: Continuous Quality Improvement (CQI) Manager**

**Reports to: Director of Healthy Start**

**Status: Full-time/Exempt**

Broward Healthy Start Coalition, Inc., (Coalition) is a nonprofit 501(c) 3 corporation located in Fort Lauderdale, Florida that leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Broward County.

**JOB DESCRIPTION**

The CQI Manager is responsible for leading the quality and compliance efforts for the Healthy Start program to assure a quality system of care for families receiving services. This is a professional position that works closely with the Director of Healthy Start to monitor the program services ensure the Coalition’s service provider network receives adequate training and technical guidance to maintain compliance with funder requirements and performs successfully to meet expectations and contract measures. The incumbent will also represent the Coalition in local community stakeholder meetings to promote the mission of the Coalition.

**PRIMARY DUTIES**

* Maintain a strong working knowledge of the Healthy Start program model, subcontracted provider responsibilities, local policies and procedures, and Florida Healthy Start Standards and Guidelines.
* Work with the Coalition’s leadership to develop and implement a self-evaluation of the Coalition, which may include reviewing the effectiveness of and revising the following, but not limited to:
	+ Program policies and procedures
	+ Quality assurance and improvement activities and evaluation tools
	+ Program outcomes and subcontracted provider reporting requirements
	+ Data collection methodologies used by the Coalition and its providers
* Develop reports to highlight successes and opportunities to improve interventions, showcase activities, identify gaps in service, and other relevant information.
* Assist in the development and review/revision of any policies, procedures, and documents for services funded by the Coalition.
* Develop reports related to QA/QI activities and responsibilities including but not limited to:
	+ Monthly, quarterly, and annual reporting required by funders
	+ Provider performance including monthly QA performance snapshot
	+ Ad hoc reports
* Review and monitor program data reports and analyze both the Coalition and providers’ productivity and compliance with state and local performance indicators.
* Assure that subcontracted providers comply with the responsibilities set forth in Florida’s Healthy Start Standards & Guidelines, local policies and procedures, and their contract with the Coalition.
* Assist with the development of the monthly Provider Meeting agenda, co-facilitate the agenda as needed, and summarize meetings in writing.
* Perform quality assurance and improvement activities including but not limited to auditing client records in Well Family System, performing on-site monitoring of funded programs, conducting client and staff interviews, and developing processes for maintaining and analyzing data to evaluate program effectiveness and efficiency.
* Respond to inquiries and requests to provide technical assistance to subcontracted providers as it relates to the provision of Healthy Start services.
* Review and anticipate training needs for subcontracted providers and internal staff and assure coordination of the same.
* Develop and conduct training presentations on Healthy Start program topics for internal and subcontracted provider staff.
* Coordinate core training for all Healthy Start program staff and provide onboarding training of subcontracted provider staff in the required timeframes.
* Identify availability of state-sponsored and other relevant trainings and make recommendations on attendance; coordinate staff training as needed.
* Participate as the liaison and representative of the Coalition in local and statewide meetings or initiatives related to maternal, infant, and child health, as assigned.
* Participate as the lead Broward liaison for interdisciplinary calls held with the Medicaid health plans to discuss shared clients to coordinate services; prepare and research cases to present prior to the calls.
* Prepare and research Fetal and Infant Mortality (FIMR) and/or substance involved cases in Well Family System (WFS) to present and discuss findings with the FIMR Program Manager and/or during case review or interdisciplinary meetings.
* Assure dissemination of important information and/or training opportunities to the Coalition’s network of providers and stakeholders.
* Participate in local and statewide calls, webinars, and trainings as they are held.
* Assist with planning for and hosting Coalition-led community events, baby showers, workshops, and trainings.
* Perform other program related work as required.

**KNOWLEDGE, SKILLS, AND REQUIREMENTS**

Ability to work independently as well as within a team.

Ability to speak, read, and write English including accurate spelling and grammar.

Proficient computer skills (Excel, PowerPoint, and Word)

Ability to navigate and utilize a database or information system to extract data based on performance indicators or other requirements.

Exceptional communication, customer service, and interpersonal skills.

Knowledge of Medicaid Managed Care systems preferred.

Healthy Start or Maternal Child Health (MCH) home visiting experience strongly preferred.

Ability to represent the Coalition in the community in a professional manner.

Knowledge of local health and human service system and providers.

Adheres to HIPPA guidelines.

Ability to work flexible hours on occasion, when needed.

Requires reliable transportation, valid drivers’ license, good driving record and automobile insurance for occasional travel Broward County with mileage reimbursement provided.

May require occasional travel in Florida for training and conferences.

**EDUCATIONAL REQUIREMENTS AND EXPERIENCE**

Bachelor’s degree in public administration, health administration, business administration, social services, or related field.

Two plus years of experience working in a quality assurance, compliance, and/or training role in a public health, nonprofit, or government organization.

Maternal child health experience and/or home visiting supervision or quality assurance experience.

Experience working with diverse communities, organizations, and agencies.

Experience participating in committees.

Experience in data analysis and reporting.

**SALARY**

The salary range is $50K to $58K annually. The Coalition offers an attractive benefits package that includes paid health/dental/vision insurance, short term and long-term disability insurance, life insurance, paid annual and sick leave, employer contribution to 403B after three month waiting period. Mileage reimbursement for local work travel is provided.

**Broward Healthy Start Coalition, Inc. requires all new hires to pass a local and national Level 2 criminal background check prior to being hired. We are an Equal Opportunity** **Employer.**