

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Quality Improvement Specialist  
**Department:** Health  
**Revised** : October 2014

**Class** : Professional  
**FLSA** : Exempt

*This job description supersedes any prior description for the Quality Improvement Specialist classification.*

**GENERAL DESCRIPTION**

Responsible professional level work in planning and administering a quality assurance program in the Public Health Department operation. Work involves providing technical assistance and consultation to management and staff on the interpretation and application of quality standards and certification requirements. Position oversees ongoing activities related to the development, implementation, maintenance, and adherence to the department's policies and procedures related to public health, compliance, health information privacy, and business practices as well as compliance with various federal and state laws. Supervision is received from the Public Health Director, who evaluates work through analysis of program accomplishments and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Develops and coordinates the quality assurance, improvement, control, compliance, and monitoring programs; develops, maintains, reviews, and revises quality management program, Board of Health, accreditation, and general departmental policies and procedures on an annual basis.

Provides quality standards technical assistance, consultation, interpretation, and application guidance to management staff; supports the management team and staff in adhering to standards and practices that enhance service quality and ensures that it consistently remains outstanding; reviews and updates health departmental policies and procedures.

Evaluates the quality assurance program processes and outcomes; provides follow-up recommendations for implemented quality improvement processes; and assures standardization in implementation of processes to ensure quality and consistency of services.

Coordinates and ensures that public health accreditation standards and status are met; attends accreditation training provided by the North Carolina Institute for Public Health Accreditation Administration; serves as Agency Accreditation Coordinator for accreditation/reaccreditation process; provides training and support to the health department management team and staff related to accreditation benchmarks, activity requirement and required documentation; and ensures all documents for accreditation process are complete for the Accreditation Administrator; complies and submits any corrective action documentation as needed.

Assumes responsibility for the health department's customer service program including customer satisfaction surveys, compilation of results, strategies of improvement, implementation oversight, and evaluation of outcomes; responds to customer services needs and complaints.

Serves as the staff development and employee orientation preceptor; researches, develops and implements a standardized orientation program and manual for new employees; develops competency policies, procedures, and protocols and assesses competency of new and continuing staff.

Oversees the grant process for the health department; reviews grant proposals; writes or assists in writing grant

**Job Title:** Quality Improvement Specialist

**Page** : 2

applications including collection and compilation of data required for grant, budget preparation, letters of support, or other required information.

Serves as the department liaison with the County's Information Technology department; assists staff with technology use and projects including planning, development, implementation, and ongoing maintenance.

Assumes responsibility for the Public Health Department's risk management program; recognizes potential threats to employees' and the public's health and safety; provides staff training and works with the County Risk Manager; collects data and prepares documentation for the department's liability insurer and legal counsel.

### **OTHER JOB FUNCTIONS**

Serves as the public information officer in the absence of the Public Health Director.

Acts as liaison to various community agencies and committees.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Considerable knowledge of data collection/analysis techniques, applicable certification requirements, quality standards, and operational policies.

Considerable knowledge of training and development principles and techniques.

General knowledge of quality assurance program practices and planning and development assessment tools and techniques.

Skill and ability in writing grants.

Ability to exercise judgment and discretion interpreting and applying quality standards, policies and procedures.

Ability to use discretion and independent judgment in advising Director and staff on appropriate methods of operation.

Ability to work independently.

Ability to establish and maintain effective working relationships with staff members, supervisors, community partners, government officials, and the general public.

Ability to communicate effectively both orally and in writing.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs. or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

**Job Title:** Quality Improvement Specialist  
**Page** : 3

**MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in public administration, education, health education, business administration, social work, or related human services field and two years of public health, quality improvement, staff development, or related experience; or equivalent combination of education and experience. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**