

## JOB DESCRIPTION

**Position:** Quality Operations Specialist (QOS)

**Reports To:** Clinics Program Manager

### General Description of Employer

The Colorado Rural Health Center (CRHC) is a non-profit organization that serves as the State Office of Rural Health. CRHC's mission is to enhance healthcare services in Colorado by providing information education, linkages, tools and energy toward addressing rural healthcare issues.

### Position Summary

Under the direction of CRHC and the management of the Clinics Program Manager, the QOS is responsible for working with rural clinics including certified rural health clinics (RHCs) to enhance operations and infrastructure as well as provide technical assistance and education to ensure compliance with various state and federal rules and regulations. The primary functions of this position will be to provide coaching and guidance to primary care practices using quality improvement principles to achieve better health outcomes and assist clinics in remaining a viable and sustainable point of care.

### Essential Duties and Responsibilities

- **Technical Assistance:** Responsible for planning, coordinating, and delivering technical assistance for rural clinics in collaboration with members of the CRHC Quality Team. This includes:
  - Assisting clinics with team-based quality improvement efforts and understanding, interpreting, and implementing change
  - Creating opportunities for shared learning between participating clinics by developing mechanisms for communication and networking;
  - Identifying and mobilizing consultants and organizational partners to assist with projects and provide resources to clinics.
- **Program Development:** Assists with the refinement of existing programs, and the development of new programs, particularly those involving services for rural clinics.
- **Program Implementation and Tracking:** Coordinate activities for assigned programs such as webinar/conference call scheduling and facilitation; tracking program activities and deliverables; and data collection and aggregation.
  - Drives and manages day to day project tasks with rural primary care practices in Colorado.
  - Connect and communicate with other related programs to ensure coordinated efforts.
  - Works with partnering organizations to ensure assigned projects are on track to meet deadlines and within scope.
- **Program Response:** Responsible for screening correspondence (phone calls, email and US mail) and handling requests for information and answering questions.
- **Marketing, Outreach, and Communication:** Works with other team-members to develop materials such as brochures, fact sheets, tool kits, marketing flyers and educational handouts. Responsibilities will include providing communication to healthcare providers and professionals, facility administrators, and other rural community members on an ongoing basis. Contribute

postings for internal publications. Develop solid working relationships with organization's members and key stakeholders.

- Represent CRHC at related stakeholder meetings and discussions, as needed.
- Participate in CRHC staff and program meetings offering input, opinions and assistance.
- Work with program partners to assist in development and implementation of a process for tracking and demonstrating programmatic results and impact.
- Assist CRHC with ensuring that requirements and objectives of applicable grants are met.

### **Skills Required**

- Understanding of the healthcare system generally, and current healthcare landscape
- Knowledge of internal clinic operations including best practices, compliance and regulations, and various front and back office procedures.
- Knowledge of quality improvement methods and tools to help improve efficiency and identify areas of improvement.
- Advanced problem-solving skills, ability to think quickly and implement plans/structure for accomplishing work
- Ability to multi-task, prioritize, work autonomously, establish timelines and meet deadlines.
- Experience with facilitation of team activities and leadership for change
- Knowledge of practice redesign and patient centered care
- Knowledge of health information technology
- Excellent interpersonal skills, including strong verbal and written communication skills
- Highly flexible and adjustable
- Proficient in MS Office, including Outlook, Excel, PowerPoint, and Word
- Ability to contribute to a positive, dynamic, and effective working environment
- **Ability and willingness to travel FREQUENTLY throughout the state and nationally**

### **Education and Experience**

Related Bachelor's degree plus three years related experience; or equivalent combination of education and experience will be considered. Experience with clinic environments preferred.

### **Language Skills**

Employee must possess the ability to read and follow instruction. Employee must demonstrate excellent oral and written communication. Effectively present information to customers and employees of the organization.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, talk and hear. The employee is occasionally required to stand, walk, climb, balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds.

### **Work Environment**

The work environment characteristics described here is representative of those an employee would encounter while performing the essential functions of this job. The work will be performed in a standard

office environment, utilizing a standard desk and chair, standard office equipment and a personal computer.

**Salary and Benefits**

Exempt position. Salary will be based on skills, education, and experience. CRHC's full benefits package will apply. Relocation assistance is not available.

**Hours**

Full-Time - 40 hours/week; 8:00am to 5:00pm Monday through Friday

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