

**Caswell County Health Department
Invites applications for the position of:**

Quality Assurance Specialist I

SALARY: Hire in at \$34,333 with 4% increase at the end of 9-month probationary period

OPENING DATE: 09/26/2022

CLOSING DATE: Open until filled

DESCRIPTION:

The Caswell County Health Department has an opening for a Quality Assurance Specialist I. The employee filling this position is responsible for planning, developing, managing, and implementing the Health Department's Quality Assurance Program and Performance Improvement Plan. In addition, this employee serves as the agency's Accreditation Coordinator for the North Carolina Local Health Department Accreditation and directs the Community Health Assessment Process. This position serves as an integral part of the Health Department's Leadership Team.

Work is performed under the general supervision of the Health Director, with leeway to exercise independent judgement within the framework of the applicable rules, regulations, program guidelines, policies, and procedures in the performance of duties, both in terms of planning and accomplishing work and in making decisions public health needs and requests.

Participation in a drug screen and background check are required.

Caswell County is an equal employment opportunity employer.

EXAMPLES OF DUTIES:

The following are examples of typical work activities and responsibilities. The incumbent may be responsible for performing other related duties and responsibilities as required or assigned. A position may not include all the work examples given, nor does the list include all that may be assigned.

- Direct the Community Health Assessment Process, Community Health Improvement Plan, and State of the County Health Report
- Direct the assessment and evaluation of health department programs and services
- Develop and facilitate community coalitions as needed
- Serve as Health Department representative on community committees and coalitions as needed
- Direct the Health Department's Quality Assurance-Performance Improvement (QAPI) Program
- Develop assessment tools and data collection methods and integrate those methods with patient care and administrative systems in order to identify service delivery/compliance issues.
- Coordinate the formulation, review, and revision of agency policies and procedures
- Ensure implementation of policies established by the Board and/or administration
- Ensure that policies, procedures, and protocols are organized and accessible to all employees
- Facilitate record audits as established by state program guidelines
- Coordinate customer and community satisfaction surveys
- Compile and organize evidence needed to ensure accreditation
- Serve as member of the senior-level Management Team
- Assist with minutes for the Board of Health
- Facilitate Annual Staff Training Program
- Develop and maintain the Health Department's website and social media presence
- Serve as back-up Public Information Officer
- Develop marketing materials and forms
- Assist with strategic planning

TYPICAL QUALIFICATIONS:

- Extensive knowledge of the organization and programs/services available in the local health department
- A thorough knowledge of quality assurance program practices
- A thorough knowledge of planning and development of assessment tools and techniques
- Thorough knowledge of applicable federal, state and local laws, rules, and regulations.
- Thorough knowledge of the local health department accreditation process
- Considerable knowledge of program planning and evaluation procedures
- Considerable knowledge of the methods and techniques of disseminating health information to the public
- Considerable knowledge of the Community Health Assessment and State of the County Health Report Processes.
- General knowledge of social and economic factors in the community
- General knowledge of community resources
- General knowledge of preparing subject matter in the presentation of health activities
- Basic knowledge of epidemiological principles and their association with health promotion and disease prevention.
- Proficient in MS Word, Excel, PowerPoint, email, web site development tools, publishing software, and the internet.
- Effective verbal and written communication skills.
- Organizational skills
- Data collection, analysis, and interpretation skills
- Ability to interpret and apply federal, state and local laws, rules, and regulations applicable to the area in which assigned
- Ability to exercise judgment and discretion in interpreting and applying quality standards, policies and procedures
- Ability to communicate effectively with professional and administrative personnel and be able to maintain effective working relationships with various staff
- Ability to assess problems and coordinate resolutions of it
- Ability to prepare presentations
- Ability to speak in public
- Ability to establish SMART objectives, goals, action steps, evaluation methods, etc. to develop action or work plans
- Ability to change and prioritize work accordingly.

MINIMUM QUALIFICATIONS:

A master's degree in psychology, social work, education, health, business administration, or related human service field and two years' experience in professional level treatment programming for the applicable client population, **OR**

Graduation from a four-year college or university in one of the fields above and three years experience as indicated, **OR**

Equivalent combination of training and experience.

Introduction to Public Health may be required

SPECIAL REQUIREMENTS:

Possession of or ability to obtain a valid Drivers License for the type of vehicle or equipment operated.

All offers of employment are conditional upon successful clearance of a background check and pre-employment drug testing. Employment cannot commence until the employee has been cleared.

May be required to possess additional certification(s) as deemed necessary by the Health Services Coordinator.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS AND POSSIBLE HAZARD

Must be able to physically perform the basic life operational support functions of standing, walking, stooping, crawling, fingering/typing, talking, sitting, bending, kneeling, climbing, grasping, hearing, handling, pushing, pulling, lifting, carrying, reaching and repetitive motions of the hands/wrists/feet.

Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or consistently to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform extensive reading, and operate a computer terminal.

Must be able to be exposed to chemicals, contagious and/or infectious diseases, and blood borne pathogens.

May be subject to possible hazards that include emotional stress due to the nature of interactions with clients or service providers, irate clients and/or family members who may be hostile, resistant or violent.

APPLICATIONS MAY BE FILED AT:

bhodes@caswellinc.us

189 County Park Road – PO Box 1238

Yanceyville, NC 27379

336-694-4129

Position #: QAI-1
Public Health Educator I

* Required Question