



Ashtabula County Health Department Competency-Based Job Description

GENERAL INFORMATION:

Position Title	Quality and Performance Coordinator
Working Job Title (If Different)	
Division	Administration
Date Job Description Created	01/12/2024
Revision Dates of Job Description	01/19/2024
Employment Status	Full-Time
Union Classification	N/A

REPORTING STRUCTURE:

Title of Immediate Supervisor:	Administrator
Titles of any others this position reports to:	Health Commissioner
Titles of those who directly report to this position:	N/A

POSITION DESCRIPTION:

The Director of Quality and Performance is responsible for providing management and oversight of the health department’s accreditation, performance, and quality improvement initiatives. The Director of Quality and Performance will lead and coordinate department’s strategic planning and drive a culture of excellence by coaching and using problem solving approaches and tools toward a sustainable conclusion.

ESSENTIAL FUNCTIONS

- Coordinate reaccreditation efforts, policy analysis, program coordination and implementation, communications, and quality improvement activities.
- Creation, updates, and maintenance of the agency’s Strategic Plan, Workforce Development Plan, and Quality Improvement Plan.
- Lead the implementation of and advocate for the use of the aforementioned plans.
- Lead research activities related to quality initiatives to ensure continuous improvement and use of evidence-based best practices.
- Aligns projects with/works towards Public Health Accreditation Board (PHAB) accreditation standards and requirements for quality improvement projects and performance management
- Demonstrates how data and information are used to improve individual, program, and organizational performance

Ashtabula County Health Department

- Collaborates with agency leadership and staff to develop departmental goals, responsibilities, policies, and procedures. Supports building systems that facilitate alignment between strategic goals and improvement activities.
- Implementation of the Ohio Department of Health's Clear Impact performance management tool.

OTHER DUTIES & RESPONSIBILITIES:

- Communicate orally and in writing with linguistic and cultural proficiency
- Promote health equity, inclusion, and diversity within the Ashtabula County Health Department and community
- Address the diversity of individuals and populations with implementing policies, programs, and services
- Participates in emergency preparedness exercises, activities, and trainings (including completion of ICS 100, 200, 700, and 800 within 6 months of hire)
- Reports for duty following the activation of a public health emergency response plan during routine and non-routine hours of operation, including 24/7/365 availability.
- Participate in community or county-based organizations.
- Expected to seek out projects and grant funding sources for which to apply for with assistance.
- Maintains cooperative working relationships among public and agency participants.
- Meet required deadlines
- Perform other duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

- Strong interpersonal skills that support activities to improve individual, program, and organizational performance
- Knowledge of or willingness to learn about the technical aspects of QI methods, frameworks, and tools, as well as the specific QI project processes and documentation required by PHAB
- Demonstrated experience leading or participating in change management
- Comfortable speaking in public and facilitating productive meetings
- Experience with basic data analysis; proficient in using data to inform decisions
- Education: Bachelor's degree from an accredited college or university; AND
- Experience: Three (3)+ years of professional experience managing or coordinating public health initiatives

PREFERRED QUALIFICATIONS:

- Master's Degree in Public Health (MPH), Business/Public Administration, or related field from an accredited college or university

PHYSICAL WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee typically works in a

Ashtabula County Health Department

normal office environment. The noise level in the work environment is usually quiet to moderate. The employee is expected to freely operate the following tools and equipment: personal computer, (including word processing, spreadsheet, and presentation software); calculator, telephone, fax machine, photocopier, and motor vehicle.

- **Other Job Activities:** Lifting up to 25 pounds occasionally, and/or up to 15 pounds of force frequently, and/or very minimum amount of force constantly to move objects. Employee works both inside and outside. Employees move around and stand on foot for long periods of time in order to accomplish job requirements. Employee must be able to see close to their eyes for medical purposes and practical purposes, such as reading on a computer monitor.

APPROVALS:

Health Commissioner: _____ Date: _____

My signature below signifies that I have reviewed the contents of my Job Description/Expectations and that I am aware of the requirements of my position.

Reviewed and agreed to by: _____ Date: _____

(Employee)