



QUALITY ASSURANCE DIRECTOR JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

The Quality Assurance Director (QAD) is responsible for maintaining the organization's Quality Assurance (QA) program throughout each of Santa Cruz Community Health's (SCCH) clinic sites and administration office. The QAD leads the planning, organizing, developing, coordinating, and directing quality assessments, and assuring activities and programs in clinics are in accordance with current applicable federal, state, and local standards, guidelines, and regulations to assure the highest degree of quality patient care and services. The QAD routinely works in partnership with all departments and compliance team (Compliance Officer-Risk Manager and QI Director), and has two direct reports, Quality Assurance Coordinator and Vaccine and Inventory Coordinator.

Reports to: Chief Medical Officer

Location: Hybrid – Remote and onsite

Classification: Full-time, Salary, Exempt

Hours: varies

CORE JOB RESPONSIBILITIES:

- Oversees the Quality Assurance (QA) department in collaboration with the Quality Improvement Director and Compliance Officer-Risk Manager.
- Assists in the development, implementation, and maintenance of policies, procedures, and workflows pertaining to clinical Quality Assurance.
- Assists with monitoring health center activities to ensure compliance with Health Resources and Services Administration (HRSA) clinical requirements as a recipient of funding under section 330 of the Public Health Service Act.
- Helps to coordinate and supervise organizational clinical audits for the following entities: VFC, CHDP, CCAH, EWC, CPSP HRSA, and more as needed.
- Maintains clinical event reporting, monitors follow-through to ensure resolution and performance improvement, and reports out to Board of Directors, Risk Management Committees, and SCCH staff.
- Coordinates with CMO to provide quarterly QI/QA reports to the SCCH Board of Directors.



- Works in collaboration with the Human Resources Department to help maintain an effective compliance/risk management program, including but not limited to required trainings for new and existing staff, assisting with the employee health program, and auditing credentialing and privileging files to ensure compliance.
- Participates in the Quality Improvement and Quality Assurance Committee in collaboration with the Compliance Officer-Risk Manager, the Quality Assurance Chair (Leadership Team member) and Quality Improvement Director, to work with managers and other key stakeholders in discussing and reviewing areas of clinical risk or issues pertaining to QIQA program matters.
- Assists with oversight of SCCH clinical laboratories as a designee of the Clinical Lab Director (CMO) in a Provider Performed Microscopy Procedure (PPMP)-certified lab, including but not limited to ensuring training of staff, laboratory safety, and quality control of equipment and supplies.
- Assists with oversight of the Vaccines for Children (VFC) program as designee to Provider of Record (CMO), ensuring compliance with program requirements.
- Assists with oversight of pharmaceutical and medical supply management.
- Acts as a resource for infection control and prevention-related matters, including but not limited to bloodborne pathogens training, transmission-based precautions workflows, and cleaning/disinfection protocols in the clinics.

- Ensures that all new hires are trained in risk management, quality assurance, infection prevention and control, and medical emergency protocol as relevant to job function.
- Assists Medical Leadership Team with planning and implementing semi-annual mock emergency medical codes.
- Assists Medical Leadership Team with facilitating provider peer review process, gathering, and reporting back data.
- Works with the QIQA Dept to conduct routine facility audits to ensure compliance with clinical standards regarding infection control, medication management, laboratory compliance, and more.
- Assesses need for and facilitates education, training, and technical assistance for staff to ensure compliance with QA efforts.
- Performs all duties in accordance with SCCH policies, guidelines, and protocols.
- Assumes other duties, including special projects as assigned or needed.

COMPETENCIES:

Job Expertise

- Demonstrates knowledge of applicable clinical principles and practices
- Demonstrates knowledge and use of clinic policies and procedures as well as applicable federal and state rules and regulations
- Applies technical and procedural skills efficiently and effectively
- Successfully gathers and uses information, procedures, materials, equipment and techniques required for position
- Demonstrates ability to effectively use Electronic Health Records (EHR)



Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgement & Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability

- Completes assigned duties and responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

Personal Development

- Attend required annual in-service programs
- Comply with all trainings, drills, policies and procedures concerning safety
- 100% attendance to mandatory skills/competencies updates yearly required
- Maintain licensure requirements



QUALIFICATIONS:

Minimum Qualifications:

- Bachelor's degree in nursing from an accredited college or university, or advanced medical degree and/or licensure.
- Minimum of three years' experience directing and managing projects.
- Minimum of three years' experience working directly with corporate compliance programs in a healthcare setting in a managerial or supervisory capacity; Must be familiar with relevant legislations, laws, regulations, precedents and protocol of clinical practice for Federally Qualified Health Centers (FQHC).
- Familiarity with operational, financial, quality assurance and general personnel procedures and regulations required.
- Experience in program design, implementation, and evaluation.
- Extensive knowledge and experience with industry-leading quality improvement methods and tools.
- Proficient technology skills: MS Office applications (Excel, Visio, Word, PowerPoint), Outlook, Microsoft Teams, EHR systems.

Preferred Qualifications:

- Masters level or equivalent experience in nursing, health services administration, public health, or related field from an accredited college or university.
- Certified Professional in Healthcare Quality (CPHQ) or Certified in Healthcare Compliance (CHC).
- Experience working with under-resourced populations.

Skills & Knowledge:

- Knowledge of standard clinical healthcare practice policies and procedures.
- Experience working on computers and Knowledge of Microsoft Office software products.
- Ability to work with practice management and EHR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations.
- Excellent verbal and written communication skills.
- Knowledge of personnel management and labor law as it relates to this position.
- Ability to work independently and to use good judgment.
- Ability to work effectively and harmoniously with co-workers.
- Possess empathy towards the needs of others with excellent leadership and coaching skills.
- Actively works to maintain a good working relationship and team approach with peers and co-workers.

WORK CONDITIONS:

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable



qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS:

Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Paid License(s) and CME (fees and days off). Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS:

To apply, download our employment application on our [Careers page](#). Submit application, current resume and letter of interest to [Human Resources](#). No phone inquiries, please.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D)**