



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 three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

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.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

POSITION SUMMARY:

Quality Assurance Director (QAD) is responsible for maintaining Santa Cruz Community Health's (SCCH) Quality Assurance (QA) program at each clinic site and administration office to ensure the highest degree of patient safety and staff preparedness to excel in their clinical duties. The QAD leads the planning, coordination, and implementation of quality and safety assessments, activities, and programs in accordance with most current applicable federal, state, and local standards, guidelines, and regulations. The QAD routinely works in partnership with all departments and compliance team members (including Compliance Officer and Quality Improvement Director), and has three direct reports, Quality Assurance Coordinator and Vaccine and Inventory Coordinators.

Reports to: Chief Medical Officer

Classification: Full-time, Salary, Exempt

Salary Range: \$90,670 - \$125,660 per year

Location: Hybrid – Remote and onsite

Hours: Varies

CORE JOB RESPONSIBILITIES:

- Oversees the Quality Assurance (QA) department in collaboration with the Chief Medical Officer, Quality Improvement Director, and Chief Operations Officer/Compliance Officer.



- Supports the development, implementation, and maintenance of policies, procedures, and workflows pertaining to clinical quality assurance.
- Leads the monitoring of 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.
- Supervises 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.
- Reports quarterly quality assurance activities and outcomes to the SCCH Board of Directors.
- Works in collaboration with the Human Resources Department to 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.
- Leads the Clinical Risk Management Committee in collaboration with the Chief Medical Officer and Quality Improvement Director to support managers and other key stakeholders in reviewing and addressing areas of clinical risk or issues pertaining to the QI/QA program.
- 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 codes/emergency medical trainings.
- Assists Medical Leadership Team with facilitating and reviewing provider peer review process.
- Works with the QA Department 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 & BENEFITS:

This is a full-time, salary, exempt position with an annual salary range of \$90,670 - \$125,660 per year, based on qualifications and experience. 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 Medical 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 and current resume with letter of interest to Human Resources. No phone inquiries, please.

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