



JOB DESCRIPTION

Job Title: Program Improvement/Quality Assurance Specialist

Department: HIV/AIDS Patient Care (Ryan White Part B and HOPWA)

Salary: \$45,000 - \$50,000 annually plus benefits

Location: 1785 NW 80 Boulevard, Gainesville FL 32606

Posting Closes: February 16, 2020

Submit resume and cover letter: hr@wellflorida.org

SUMMARY

The **Program Improvement/Quality Assurance Specialist** works under the direction of the HIV/AIDS Program Director to manage and coordinate department-wide efforts to ensure program improvement (PI) and quality assurance (QA) programs for Ryan White and HOPWA are developed and implemented, using a data-driven focus to set priorities for improvements aligned with ongoing strategic goals and objectives. This position assures PI/QA initiatives are focused on improving program/client outcomes, efficiencies and effectiveness; coordinates, conducts, analyzes and synthesizes community-specific needs assessments; participates in strategic program planning; provides leadership for PI/QA policy development; coordinates evaluation of the HIV/AIDS programs' impact on community health outcomes; researches and develops PI/QA training programs that facilitate improvements in the HIV/AIDS Care Network; tracks compliance, manages and submits primary and subcontract deliverables to the local Florida DOH contract manager; provides staff assistance, support and planning expertise to the local Ryan White Consortium; and assumes responsibility for program operations in the absence of the Program Director. Position must be able to function with a high degree of independence and considerable discretion. Experience with HIV/AIDS and/or the CAREWare database is highly desirable.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Builds, directs, manages and ensures implementation and effectiveness of WellFlorida's HIV/AIDS PI/QA program.
- Implements a performance management and improvement process that leads to a positive and measurable impact on client health outcomes.
- Maintains the Ryan White Clinical Quality Management (CQM) Plan as approved by the Florida Department of Health's Quality Manager.
- Prepares and submits the CQM quarterly action report as approved by the Florida Department of Health.
- Researches areas of significance relative to total quality management of HIV-related programs.
- Identifies, compiles and reviews current standards, guidelines and other technical documents.
- Identifies performance measures, baseline data, and benchmarks applicable to Area 3/13 and/or its specific HIV-positive population.
- Creates performance measures and quality-related custom reports in CAREWare.
- Creates and updates audit tools with which to conduct periodic programmatic record reviews.
- Conducts on-site and desk-top reviews of client records within North Central Florida.
- Analyzes audit data and other pertinent quality improvement data to identify program strengths and gaps, and to create improvement recommendations to providers and the consortium.
- Provides technical assistance to providers to assist them with implementing PI/QA recommendations.
- Monitors provider progress toward achieving PI/QA recommendations.
- Edits, distributes, analyzes, prepares and presents annual HIV/AIDS consumer and provider survey/reports.

- Assures compliance with all quality aspects and deadlines of WellFlorida's HIV/AIDS patient care contracts with the Florida Department of Health.
- Participates in quality improvement committees and conference calls with the Florida Department of Health.
- Provides PI/QA reports to the local Ryan White Consortium and the local DOH contract manager.
- Researches and produces the local comprehensive HIV/AIDS needs assessment as required.
- Oversees organization of meetings for and provides staff support to the local Ryan White Consortium.
- Assures compliance with and timely submission of contract and subcontract deliverables.
- Assists Program Director with subcontract writing, monitoring and review.
- Researches, participates in and completes special projects for the Program Director as needed.

Education and/or Experience

Master's degree from an accredited college or university in a health-related field AND experience in quality assurance; 5-plus years of related experience; or equivalent combination of education and experience.