



EMPLOYMENT OPPORTUNITY

Center for Families and Children
 Human Resources Department
 4500 Euclid Avenue
 Cleveland, Ohio 44103
 (216) 432-7257 (Fax)
careers@c4fc.org

<u>Position:</u>	<u>Location</u>
Quality Improvement Specialist	Nancy Lyon Porter Building

Job Summary:

Under the supervision of the Quality Improvement Manager, assists with the implementation of ongoing quality improvement and performance improvement activities. Provides analyses and reports of organizational performance. Uses professional judgment to accurately work with a variety of data sources and collect, monitor and report key performance indicators for assigned programs. Represents the department of Quality and Compliance on intra-agency and interagency assignments.

Job Duties & Responsibilities:

Plans and coordinates the extraction of key performance indicators from client records. Ensures accurate and timely data entry of extracted performance indicators for assigned programs. Assists in the coordination, implementation, monitoring and reporting of program evaluation, quality improvement, compliance and utilization review activities for assigned services and administrative areas.

Determines whether patterns of practice, performance or outcome meet standards, benchmarks, and/or regulations. Recommends corrective actions in collaboration with service and administrative personnel. Determines the effectiveness of corrective actions taken.

Documents quality improvement activities and prepares complete, timely and accurate reports. Assists in the development, distribution, collection and reporting of consumer and stakeholder satisfaction surveys.

Represents the agency on committees and quality-related forums in the community as assigned. Commits to the achievement of agency goals and consumer/stakeholder satisfaction. Performs other duties as assigned.

Job Qualifications:

Must have at least an Associate’s Degree. Degree in social service, health, or health information-related field preferred. Must have a minimum of 1 year of professional experience in research, quality/performance improvement, or in the application of techniques to extract and analyze data.

Must have data extraction and data entry skills with demonstrated accuracy and attention to detail. Must have demonstrated analytical skills and ability to work independently. Must be proficient with Microsoft Office– including Word, Excel and Outlook. Familiarity with Access is desired, but not required.

Must be able to work quickly within prescribed time frames and resource limitations
 Must have an awareness of and sensitivity to the cultural diversity of the population served.

EMPLOYMENT OPPORTUNITY

Application Procedures:

For consideration of this employment opportunity, please submit your application materials to the address, fax, or email address noted above. External candidates must submit two copies of their résumé and cover letter if applying by postal mail.

**The Center for Families and Children
Human Resources Department
Attention: Quality Improvement Specialist
4500 Euclid Avenue
Cleveland, Ohio 44103
HR Fax #: (216) 432-7257
HR Email: careers@c4fc.org**