



Position Description

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|-------------------------------------------------------------------------------|-------------------------------------------------------|-------------------|----|---------------------|----------------|
| Position Title: | Performance Improvement and Accreditation Coordinator | | | Position #: | 860 |
| Working Title: | Accreditation Coordinator | | | CS Status: | Classified |
| Division or Unit: | OPHII | | | Reports to: | OPHII Director |
| Employment Status: | Full-Time | Pay Grade: | R5 | FLSA Status: | Exempt |
| Funding Source: | General Fund | | | | |
| This position description was last approved by the Board of Health on: | | | | October 28, 2019 | |

Position Summary: This is an advanced, responsible, and highly independent position. Provides high-level organizational support by maintaining the department’s performance management and quality improvement programs. This position will also serve as the Public Health Accreditation Board Accreditation Coordinator and will be responsible for ensuring the timely submission of annual reports to PHAB as well as coordinating reaccreditation. This position also provides information technology support for the agency.

- Essential Duties and Responsibilities:**
- 30%
 - Oversees, supports, and monitors the development & implementation of the agency-wide performance management (PM) system and quality improvement (QI) plan
 - Serve as QI Committee Chairperson responsible to lead and guide the committee, facilitate meetings, develop agendas, and coordinate all committee operations to accomplish QI goals and objectives
 - Serve as performance management lead responsible to prepare performance monitoring data, review/analyze/evaluate PM data, prepare summary dashboards/trends and status reports, and provide technical support to for PM data contribution and development of new performance measures.
 - Designs & implements PM/QI processes, systems, communication strategies, and recognition activities
 - Designs or secures relevant PM and QI training for staff to ensure that agency-wide goals are met
 - 30%
 - Serves as the subject matter expert on PHAB accreditation process and the required documentation
 - Oversees the collection and final vetting of documentation for public health accreditation and re-accreditation
 - Submits all required documentation to PHAB including registration, application materials, documents and annual reports
 - Tracks progress of the agency as well as projects aimed at addressing gaps in documentation
 - Develop plans, processes, and policies necessary to achieve public health accreditation objectives
 - 30%
 - Organizes site visit preparation activities with leadership and other stakeholders
 - Participates in presentations to Board members, staff and external audiences to report on performance management, QI, and accreditation activities
 - Assists with the development of community health assessments (CHA), community health improvement plans (CHIP) and department strategic planning to assure that the processes align with accreditation standards



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- Orients board, leadership, staff, teams, and other stakeholders on accreditation standards and measures
- Attends PM, QI and accreditation committees and/or learning communities
- Collaborates with internal and external partners on special projects as assigned
- Function as the email administrator for the department
- Maintain and coordinate use of department data systems including web, leave reporting, training, time accountability and building security software
- Coordinate technology projects with outside vendors
- Designs or secures relevant technology training for staff to ensure that agency-wide goals are met
- Organizes and chairs the department's technology committee
- Serve as initial point of contact for department technology issues
- Provide basic technology support and troubleshooting to department staff

Other Duties and Responsibilities:

- Provide support functions in response to public health emergencies as directed by the Health Commissioner
- Other Duties as assigned

Minimum Qualifications:

- Must have a minimum of a high school education with at least two years training in a college or university.
- Minimum of two-year's experience coordinating organization-wide Performance Management, Quality Improvement and/or accreditation activities.
- Experience with facilitating group processes, project team development & management, and training staff at a public health department.
- Proficiency in PC operation and the use of email, Internet browsers, spreadsheets, databases, and word processing software and other web- based collaboration tools.
- Proficiency with computer hardware and software troubleshooting
- Ability to record, organize, analyze and present data with accuracy, thoroughness, and attention to detail.
- Ability to interpret and apply Federal & State regulations, procedures, policies and into all aspects of the work.

Preferred Qualifications:

- Bachelor's degree in Public Health, Business, Public Administration or related field.
- Information Technology certifications such as CompTIA or Microsoft

Minimum Credentials:

- The following credentials must be acquired and maintained prior to initial hire:
- Performance management and/or quality improvement certification required within two years of hire. For example; Lean Six Sigma or LeanOhio training.
 - Valid Ohio driver's license with good driving record.

Key Competencies:

- The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:
- Analytical and Assessment Skills: 1A1, 1A2, 1A10, 1A11, A12, 1A13, 1A14, 1B1, 1B2, 1B10, 1B15, 1C1, 1C2, 1C10

- Policy Development and Program Planning Skills: 2A1, 2A2, 2A3, 2A4, 2A5, 2A7, 2A8, 2A9, 2B1, 2B3, 2C1, 2C4
- Communication Skills: 3A2, 3A3, 3A4, 3A5, 3A7, 3A8, 3B2, 3B3, 3B4, 3B5, 3B8
- Cultural Competency Skills: 4A1, 4A2, 4A3, 4A4, 4A5, 4A6, 4A7, 4B1, 4B2, 4B3, 4B4, 4B5, 4B6, 4B7, 4B8
- Community Dimensions of Practice Skills: 5A1, 5A2, 5A3, 5A4, 5A5, 5A6, 5B1,
- Public Health Sciences Skills: 6A1, 6A3, 6B3
- Financial Planning and Management Skills: 7A1, 7A2, 7A3, 7A6, 7A7, 7A9, 7A10, 7A11, 7A12, 7B13, 7A14, 7B2, 7B12, 7B13, 7B14, 7B15, 7B16, 7C15
- Leadership and Systems Thinking Skills: 8A1, 8A2, 8A3, 8A4, 8A5, 8A7, 8A9, 8B1, 8B2, 8B3, 8B4, 8B9, 8B10

Canton City Public Health has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus: 1A1, 1A2, 1A3, 1A4, 1A5, 1B1, 1B2, 1B3, 1B4, 1B5
- Accountability: 2A1, 2A2, 2A3, 2A4, 2A5, 2A6, 2A7, 2A8, 2B1, 2B2, 2B3, 2B4, 2B5, 2B6, 2B7
- Equity, Ethics and Fairness: 3A1, 3A2, 3A3, 3A4, 3A5, 3B1, 3B5, 3B6
- Continuous Quality Improvement: 4A1, 4A2, 4A3, 4A4, 4A5, 4A6, 4B1, 4B2, 4B3, 4B4, 4B5, 4B6, 4B7
- Occupational Health and Safety: 5A1, 5A2, 5A3, 5A4, 5A5, 5A6, 5B1, 5B2, 5B3, 5B4
- Emergency Preparedness: 6A1, 6A2, 6A3

The following additional competencies apply to this position:

- Knowledge of the principles and methods of performance management and process improvement.
- Knowledge of Public Health Accreditation Board (PHAB) accreditation process.
- Knowledge of Computer hardware and software troubleshooting.

Work Environment: This position works primarily in a climate-controlled office. Must be able to sit for long periods of time. Be able to stand, bend, and stretch to access various physical filing systems. Able to type on keyboard with accuracy and speed. A person in this position will be expected to respond to public health emergencies and perform similar administrative duties.

Approval: This position description was approved by the Board of Health on: **10/28/19**

Revision History: Dates of prior approved versions:



Position Description

Canton City Public Health
FINAL

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date

Printed Name