



## Director of Quality Improvement (DOI) Job Description

### Distinguishing Features of the Class:

The work involves responsibility for planning and overseeing a comprehensive program to ensure compliance with state and federally mandated public health programs and patient care quality standards. The director performs a variety of standard compliance functions which may include staff development, in-service training, quality assurance/improvement, patient record review, coordinating annual mandatory requirements and leading the accreditation process. On an as-needed basis, may also provide coverage as Staff Supervisor. The work is performed under general direction, with leeway permitted for the exercise of independent judgment in carrying out the specific duties. Does related work as required.

### Typical Work Activities:

- Develops and implements Performance Measures/Quality Improvement Program
- Provides support to staff in areas of clinical documentation and record review
- Assists in the orientation of new personnel to their positions and in planning training appropriate to their functions in the organization
- Secures and maintains annual mandatory in-services
- Participates in staff meetings and conferences involving coordination of the in-service education program
- Keeps the Director and other staff personnel informed on institutions and workshops that may be of interest
- Refers problems of an administrative nature to the Department Head
- Confers with staff members on identified program issues to assist in establishing course content for in-service training programs
- Evaluates service provision to assure quality standards
- Functions as staff supervisor as needed to keep programs in mandated coverage compliance
- Prepares a variety of related records and reports
- Coordinates Performance Measures/Quality Improvement Committee and Professional Advisory Committee.
- Creates Annual Quality Improvement Plan

### Organizational Competencies:

All OCPH employees are expected to ensure that the community is protected from disease and other public health threats and to empower others to live healthier, safer lives. In addition, all OCPH employees are to meet specified competencies in the following areas:

- **Customer Focus:** Ensure the health and safety of our community within their abilities and resources and treat the diverse customers with thoughtful listening and respect.
- **Accountability:** Be accountable for knowing the scope of OCPH programs and for maintaining the public's trust through credible information, quality programming and services, and fiscal integrity.

- Equity and Fairness: Interact with clients, community partners and co-workers with fairness and equity and deliver services free of bias or prejudice.
- Occupational Health and Safety: Follow all safety rules, proactively work to prevent accidents, and encourage the use of sound judgement in order to comply with departmental and county regulations.
- Emergency Preparedness: Promptly identify and respond to public health threats and priorities which may involve working outside of day-to-day tasks.

### **Individual Core Competencies:**

The Director of Quality Improvement performs the following essential functions within the framework of Ontario County Public Health Department's provision of the core functions and essential service of public health:

#### *Domain 1: Analytical and Assessment Skills:*

- Determine validity, reliability, and comparability of data
- Analyze and interprets quantitative and qualitative data
- Make evidenced based decisions
- Presents findings of data analysis

#### *Domain 2: Policy Development/Program Planning Skills:*

- Implement policies, programs, and services
- Evaluate policies, programs, and services
- Implement strategies for continuous improvement

#### *Domain 3: Communication Skills:*

- Communicates in writing and orally with linguistic and cultural proficiency
- Determine approaches for disseminating data and information
- Facilitate communication

#### *Domain 4: Cultural Competency:*

- Describe the concept of diversity
- Describe the value of a diverse workforce
- Advocate for a diverse workforce
- Address population diversity in policies, programs, and services

#### *Domain 5: Community Dimensions of Practice:*

- Collaborate with community based participatory research

#### *Domain 6: Public Health Sciences:*

- Facilitates and implements the development, implementation and evaluation of comprehensive public health quality assessment and improvement plan for the department.
- Coordinates the process for the Department's application for accreditation by the Public Health Accreditation Board (PHAB).

#### *Domain 7: Financial Planning and Management Skills:*

- Develop a Performance Management System
- Implement a Performance Management System

#### *Domain 8: Leadership and Systems Thinking Skills:*

- Analyze facilitators and barriers that may affect policies, programs, services, and research
- Ensure use of professional development opportunities
- Modify practices in consideration of changes
- Contribute to continuous performance improvement

**Minimum Qualifications: Either:**

1. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Nursing and two years of experience as a Registered Professional Nurse, one year of which shall have been in a supervisory or teaching position; or
2. Graduation from an accredited three year school of professional nursing and three years as a Registered professional Nurse, one year of which shall have been in a supervisory or teaching position; or
3. Graduation from an accredited two year school of professional nursing and four years as a Registered professional Nurse, one year of which shall have been in a supervisory or teaching position; or
4. An equivalent combination of training and experience as indicated in (1), (2) and (3) above.

**SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATIONS:** Eligibility for a license issued by the State of New York to practice as a Registered Professional Nurse at time of application. Must have possession of the license at the time of appointment.

**Revised: July 21, 2011, August 25, 2015**  
**CIVIL SERVICE CERTIFICATION: COMPETITIVE**