

**Career Service Authority**  
***Quality Improvement Coordinator***

Revised Date  
Revised By Janell Flaig  
FLSA Code Exempt  
Est. Date 09/16/95

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***General Statement of Duties***

Administers medical staff credential process to ensure compliance with quality review and improvement standards, and supervises the operation of the Medical Staff Office.

***Essential Duties and Knowledge, Skill, and Ability Requirements***

1. Implements medical staff credential verification process to ensure proper licensure, experience, and educational qualifications are on file, updated, and maintained for all medical staff appointments.
  - *Knowledge of appropriate quality control measures sufficient to be able to administer and ensure compliance of medical staff credentials and qualifications*
2. Implements and interprets policies and procedures developed by higher level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.
  - *Skill in developing and implementing policies and procedures related to the work assignment*
3. Supervises record management system including personnel and payroll files, retention and destruction of documents.
  - *Knowledge of office procedures sufficient to be able to supervise confidential files, records and documents.*
4. Plans, schedules, coordinates, assigns work and establishes priorities for subordinate employees based on goals and individual capabilities.
  - *Knowledge of supervisory policies and procedures sufficient to be able to establish priorities, schedule work assignments and make other supervisory decisions*

5. Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding level of performance, and formally evaluate employees in relation to performance.
  - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs*
6. Complies budget information, budget requests, and develops and prepares final budget documentation for presentation.
  - *Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.*
7. Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.
  - *Knowledge of employee development principles and practices sufficient to be able to direct the development of organizational programs for staff development and incorporate employee development in all long range planning, reorganizations, and work directives.*
8. Responds to inquiries concerning medical staff qualifications and quality improvement issues.
  - *Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various officials of public or private entities, and the public.*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.*
9. Attends meetings or conferences and represents departmental supervisors as needed.
  - *Skill in establishing and maintaining effective working relationships with employees. policy making bodies, various official of public or private entities, and the public*
  - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.*
10. Performs other related duties as assigned or requested.

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*Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.*

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## ***Job Requirements***

### **Level of Supervision**

Supervises two or more employees who do not supervise.

### **Guidance and Decision Making**

Guidelines are generally in the form of stated objectives for the unit, function or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the unit or project. Employee is responsible for coordinating and supervising several tasks in which several phases may be in progress at once. Duties performed involve weighing and evaluating many factors requiring judgment, analytical ability, and problem solving. Work may be discussed with higher level supervisor and reviewed for soundness of judgment and feasibility of decisions.

### **Interpersonal Communications**

Contacts of non prescribed nature involving the negotiation and resolution of non routine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out the programs and policies of the organization.

### **Physical Demands**

Sitting: remaining in the normal seated position

Carrying : transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand (s) and arm (s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand (s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more .

### **Physical Strength**

Lifting: raising or lowering an object 10-25 pounds.

### **Vision Requirements**

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

**Mental Demands**

Mathematical Reasoning  
Memorization  
Oral comprehension  
Written Comprehension

**Working Conditions**

Pressure due to multiple calls and inquiries  
Subject to many interruptions

**Minimum Education**

Baccalaureate Degree in Business Administration, Public Administration, Political Science, human Resource Management or a related field.

**Minimum Experience**

Two years experience performing staff support functions in personnel, budget administration, or in office operations, with one year at the Staff Assistant level.

**Equivalency**

A combination of appropriate education and experience may be substituted for the minimum experience requirement.

**Licensure and Certification**

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.