

JOB DESCRIPTION



Title:	Quality Improvement Associate
Job Number	
Department:	CQI
Reports To:	Assistant Director of Quality Improvement and Program Evaluation
Grant Funded?	N

FLSA Status:	Exempt
Salary Grade:	7
FT/PT	FT
Union Status	BUE
Revision Date	January 2021

Purpose:

Coordinate and execute Agency Continuous Quality Improvement (CQI) program activities, which may include supporting Agency Accreditation and licensing process, providing guidance and support to program and department CQI teams, completion of data entry, analysis, and report writing functions.

Responsibilities:

Data Analysis

- Aggregates, analyzes data, and writes reports for Agency and program-level CQI committees and sub-committees.

Agency CQI Support

- Provides individualized attention and support to program level CQI teams and Program Directors on questions of program specification, data collection, and program evaluation processes.
- Serves as a member and/or facilitates, and monitors the effectiveness of, program, department and/or Agency level CQI committees or CQI subcommittees.
- Supports a variety of Agency evaluation processes, e.g. satisfaction surveys, internal auditing, program specification, and program evaluation processes.
- Tracks deadlines for corrective action plans, monitors and reports on results.

Agency Accreditation

- Supports coordination and preparation for Agency Council on Accreditation (COA)'s reaccreditation self-study materials and onsite reviews.
- Provides ongoing updates to Program Directors and Agency Management of changes in COA standards and regulatory requirements.
- Schedules and coordinates periodic internal audits and focused reviews of compliance with COA standards and regulatory requirements.

- Assists in and supports the coordination and preparation of licensing/accreditation reviews for the Agency.
- Represent JCFS and its programs in a positive manner to both internal and external contacts.
- Performs other duties as assigned.

Traits/Competencies:

- Strong critical thinking skills.
- Ability to manipulate large amounts of data.
- Ability to explain complex concepts to program staff.
- Ability to engage in systematic inquiry.
- Adept at situational analysis.
- Maintains professionalism and strives for integrity.
- Customer service orientation

Decision Making Authority:

Uses own judgment for routine decisions and discusses complex decisions with supervisor.

Key Interactions:

Staff	Leadership	External agencies	

Requirements:

- Bachelor's degree from an accredited program or equivalent experience in data analysis and evaluation. Master's degree preferred.
- One or more years of experience with data collection, data visualization, and data management principles including basic research techniques and methodologies.
- Experience working with data aggregation, analysis, and report writing tools such as SPSS, Excel, Crystal Reports and Survey Monkey. Intermediate to high proficiency preferred.
- This position requires site visits to locations which may or may not be accessible by public transportation and needs a reliable method of travel which allows you efficiently reach different sites in the Chicago metropolitan area.
- Demonstrated organization, facilitation, written and oral communication and presentation skills.