



Wellness is Traditional

JOB ANNOUNCEMENT

Position Title: Quality Management Assistant
Department: Quality Management
Supervised By: Quality Management Coordinator
Location: Alpine
Status: Non-Exempt
Posted: July 17, 2017
Closing Date: Until Filled
Compensation: \$15-\$22/hr DOE
Grant: N/A
Hours: Full Time, Monday-Friday, 8:00AM-4:30PM. Flexibility to work evenings and weekends may be required based on need.

GENERAL STATEMENT OF RESPONSIBILITIES:

The Quality Management Assistant will provide general administrative support for the Quality Management Department. His/her duties may include updating records; drafting, preparing letters/emails, and filing correspondence and employee/patient/client data. S/he will assist with processing of new hires; s/he will interact with staff/patients/clients to provide general information and refer questions to the Quality Management Coordinator as well as will assist with the preparation of required reporting documents (i.e. patient grievances, variance status, etc.)

SPECIFIC DUTIES AND RESPONSIBILITIES:

The duties of the Quality Assurance Assistant may include, but may not be limited to the following:

1. Supports the Quality Assurance programs within the aspects of: risk management, quality improvement, infection control, compliance
2. Creates and maintains OSHA files for SIHC employees in accordance with legal requirements and policies/procedures.
3. Completes new hire documents, supports in the safety training and compliance coordination, etc.

4. Tracks compliance documentation, including logging dates, trends, and quality improvement related data.
5. Coordinate collection and review of credentialing and privileging documents.
6. Maintain and update a log of all patient/client feedback. Receive patient complaints and follow through as assigned.
7. Serve as backup to the Quality Management Coordinator during absence.
8. Assist and support with audits and site visits.
9. Drafts and finalizes correspondence related to risk management, quality improvement, infection control, compliance; i.e., patient/client feedback, site visits, training, etc.
10. Keep calendar of events and documentation for the Quality Management Department.
11. Assists with Quality Assurance/Risk Management Committee meetings.
12. Assists with orientation, investigations and employee safety training as assigned.
13. Files paperwork, makes copies, scans documents and returns calls as necessary.
14. Other duties as assigned.

QUALIFICATIONS:

Education/Experience: A High School diploma or GED certificate is required. Knowledge of quality improvement within the healthcare setting functions is preferred. Minimum (2) years general experience in an office setting is required. Experience with computer word processing and Excel program required. Good letter writing and documentation skills required. Must be 18 years of age or older.

License: A valid California driver's license is required at the time of appointment and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.

Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.

