




---

 Wellness is Traditional

## **JOB ANNOUNCEMENT**

Position Title: Quality Management Assistant  
 Department: Quality Management  
 Supervised By: Quality Management Coordinator  
 Location: Alpine  
 Status: Non-Exempt  
 Posted: January 18, 2018  
 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.

**Character:** Applicants must have a reputation for honesty and trustworthiness. Must be responsible and able to exercise good judgment, accept administrative supervision, follow instructions, and exercise a high level of attention to detail,

including the ability to interact effectively and communicate with people in a professional and courteous manner. Must be able to maintain a high level of confidentiality.

**Other:** Applicants must successfully pass a pre-screening, including a tuberculin skin test or x-ray and a blood/urine drug screening test. Health must be adequate to perform all duties of the position. Applicant must complete SIHC Application and Authorization Form, both must be submitted to Human Resources prior to the close date indicated.

### **INDIAN PREFERENCE:**

**INDIAN PREFERENCE:** In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCIA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department. If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.