

IRIS HOUSE, INC.

POSITION DESCRIPTION

Position Title: Quality Improvement Assistant

Position Type: Part-time Hybrid (25 hours)

Reports To: Director of Quality & Program Evaluation/Compliance Officer

Status: Open

Salary Range: \$23-\$24 hour

FLSA Status: Non-exempt

Department: Evaluation

Date: October 2024

Location: Main Office

JD Date: 10/01/2024

POSITION SUMMARY

The Quality Improvement Assistant works closely with the Director of Quality Improvement and the Evaluation Coordinator; the Quality Improvement Assistant is a key member of the agency's program evaluation team. The Quality Improvement Assistant will assist in maintaining systems, schedules, and templates for tracking the progress of programs across the organization in relation to key indicators. Critically, the Quality Improvement Assistant will compile and share program data in a format that helps the Director of Quality Improvement and the agency leadership understand the impact and highlight opportunities for innovation. This role is an exciting opportunity for someone with a research background and experience organizing complex systems to contribute to the continued growth, learning, and success of a frontline organization with comprehensive services.

ESSENTIAL POSITION FUNCTIONS

1. Coordinates data collection activities and procedures for Quality Assurance/Evaluation through the direction of the QA Director.
2. Compiles and reports results of both external and internal evaluations, outcomes, and client tracking reports.
3. Contact client's quarterly by conducting a survey to validate a previously determined service.
4. Assist QA Director in the collection of client and staff satisfaction survey reporting.
5. Perform in-depth analysis of clinical operation trends and patterns to identify areas for improvement.
6. Contribute to the development and improvement of data tracking and reporting systems.
7. Assist with agency and program Case Record Review process.
8. Conduct comprehensive performance improvement projects.
9. Assist Director of QA with Developing and implementing effective action plans to address identified performance gaps.
10. Support the development of program outcome measures and other indicators relevant to the work of Research & Evaluation.
11. Other duties as assigned by Supervisor, Senior Director, or Executive Director.

OTHER POSITION FUNCTIONS

1. Attend, participate in, and represent Iris House in outside meetings as required.
2. Demonstrate teamwork, accountability, reliability, initiative, problem solving skills, and open communication.

Education & Experience

1. Associate's degree in health or human services with 3 years of work related experience.
2. Bachelor's degree in health or human services with 1 year of work related experience.
3. Experience with data entry, management, and analysis.

Other Requirements: Excellent verbal and written communication and organizational skills.
Bilingual (Spanish/English) preferred.
Must be dependable and have excellent judgment.

CONTACTS

Internal: Frequent contact with Program Directors, Program Managers, team members from other departments and program participants.

External: Occasional Contact with contract provider(s), community agencies, and service providers.

Qualified candidates please submit your resume with a cover letter to Human Resources, at Humanresources@irishouse.org