

# MI'KMAQ NATION

## JOB DESCRIPTION

**POSITION TITLE: STATUS:** Quality Improvement Coordinator

**CLASSIFICATION:** Full-Time Hourly/Permanent

**IMMEDIATE SUPERVISOR:** Health Director

**SALARY RANGE:** \$23-\$36 per hour

**NOTE:** The following includes data on essential functions, as well as physical, mental, academic, and experiential requirements for the position defined herein. This Position Description is meant to serve interviewers, applicants, directors and incumbents as a reference tool for determining whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibility as described herein. Some aspects of this Position Description may change over time, according to the Tribe's needs, and may not be reflected herein.

**SUMMARY OF SCOPE OF WORK:** The position is responsible for evaluating and improving the effectiveness and efficiency of organizational procedures and processes and reports directly to the Health Director.

**EDUCATION AND/OR EQUIVALENT EXPERIENCE:** Minimum of 2-year Associate Degree preferable 4-year or higher degree in related field of business and healthcare. Two years direct experience working in Health Care quality field is preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Valid Maine State driver's license

**SKILLS/KNOWLEDGE/ ABILITIES (SKA) REQUIRED:** Excellent communication, customer service and organizational skills. Ability to deal effectively with people and have sensitivity to the needs of the Micmac Community. Possess the capability to follow directions relative to the Program Scope of Work and Job Description.

Must possess the ability to effectively work within individual and/or group settings in accordance with the Privacy Act of 1974.

Individual must have own reliable transportation in order to get to work. Ability to successfully clear all (multiple) background checks

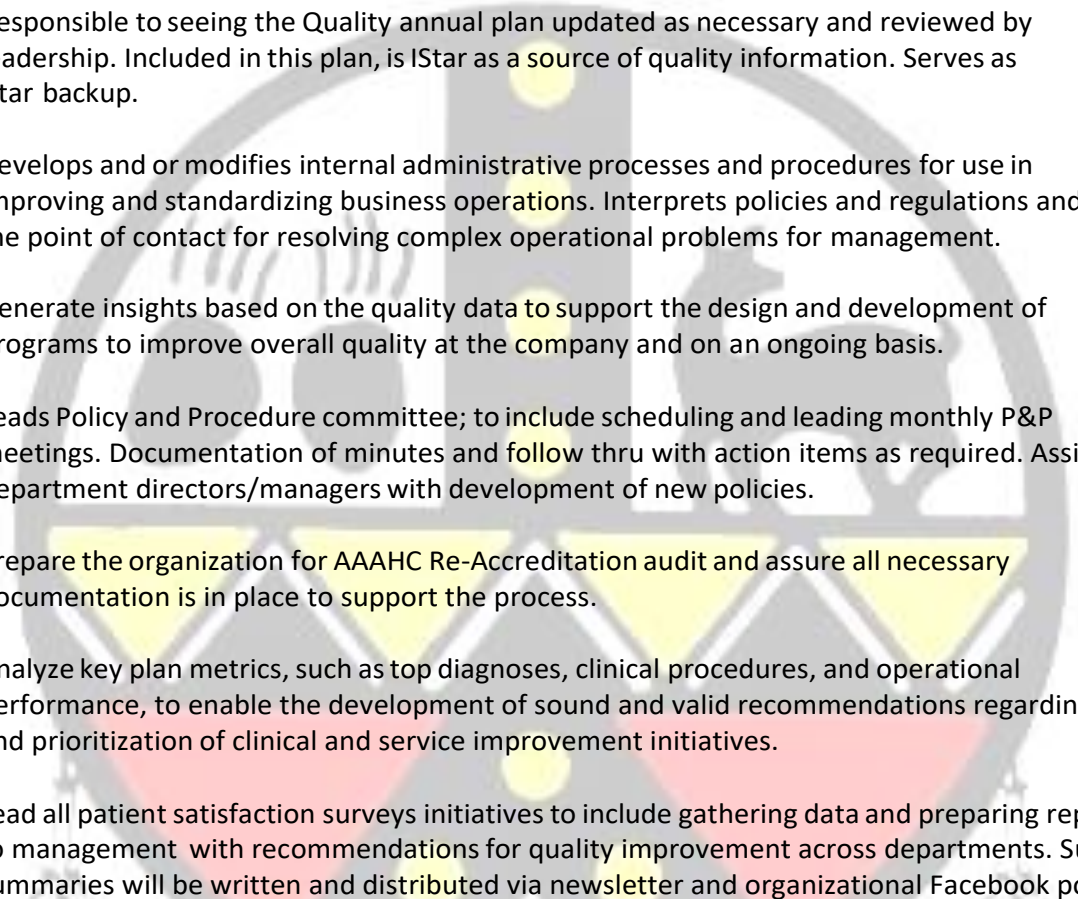
CPR trained and certified or ability to become so prior to work start date.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position will be in primarily at the Health Department.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### DUTIES:

1. Leads Quality Assurance/Quality Improvement (QA/QI) committee to include scheduling and leading monthly QA/QI meetings. Documentation of minutes and follow thru with action items as required. Identify Quality improvement or intervention opportunities and work cross-functionally to develop interventions or recommendations based on review of results and analyses and drive outcomes against established goals and expected outcomes.

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2. Responsible to seeing the Quality annual plan updated as necessary and reviewed by leadership. Included in this plan, is IStar as a source of quality information. Serves as IStar backup.
  3. Develops and or modifies internal administrative processes and procedures for use in improving and standardizing business operations. Interprets policies and regulations and is the point of contact for resolving complex operational problems for management.
  4. Generate insights based on the quality data to support the design and development of programs to improve overall quality at the company and on an ongoing basis.
  5. Leads Policy and Procedure committee; to include scheduling and leading monthly P&P meetings. Documentation of minutes and follow thru with action items as required. Assist department directors/managers with development of new policies.
  6. Prepare the organization for AAAHC Re-Accreditation audit and assure all necessary documentation is in place to support the process.
  7. Analyze key plan metrics, such as top diagnoses, clinical procedures, and operational performance, to enable the development of sound and valid recommendations regarding and prioritization of clinical and service improvement initiatives.
  8. Lead all patient satisfaction surveys initiatives to include gathering data and preparing reports to management with recommendations for quality improvement across departments. Survey summaries will be written and distributed via newsletter and organizational Facebook posts.

Quality Improvement Specialist Works closely with community programs and leadership in establishing and monitoring quality measures, tracking tools, contract compliance, service delivery, provider performance, and providing timely reports of results.

9. Develop tracking tool to monitor contracting actions and expirations with monthly reports to the Health Director. Monitoring all service contracts (spreadsheet) to alert Health Director to any expiring at least 6 months before they do so.
10. Demonstrate top-tier customer service and professionalism at all times.
11. Enforce all building policies and procedures, such as proper dress code/footwear for all users.
12. Attend scheduled staff meetings and complete all required trainings.
13. Communicate effectively with and complete tasks assigned by supervisor.
14. Communicates effectively with all peers, supervisors, community members.
15. Other criteria for success:

- Demonstrate positive attitude for all users and coworkers.
- Positively promote the facility to the Mi'kmaq Community.
- Ability to work with diverse populations within our community.

16. All other duties as assigned.

#### NOTICE OF STANDARD WORK CONDITIONS OF EMPLOYMENT

This Scope of Work/ Position Description in no way implies that the responsibilities and tasks are the only responsibilities and tasks performed by Quality Improvement Specialist. S/he will be required to follow any other instructions and to perform any job- related duties as required by his/her immediate supervisor.

Requirements stated herein are minimum levels of knowledge, skills, and or abilities, to qualify for this position. To perform the scope of work, duties and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "**Ability**" means to possess and apply both knowledge and skills. All employment decisions, including promotions, transfers and others, are based on meeting all requirements herein, on tribal need, the employee being in good standing (including the lack of disciplinary actions), meeting all applicable performance standards and other non-discriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals who pose a direct threat of significant risk of health and safety of themselves or others.

If you are interested in applying for this position, you must submit a completed job application.

A completed application includes copies of certificates/licenses/degrees stated in your application, a cover letter and a resume, *and* 3 professional references from current or past employers (within 3 years).

A complete Job Description and an Application can be accessed online at [www.micmac-nsn.gov](http://www.micmac-nsn.gov) under Job Opportunities, or you can call our office to have an application mailed. An offer of employment will not be made without a successful DHHS, State of Maine background check, and or FBI fingerprint background check.

**CLOSING DATE: February 24, 2025**

Please send the completed Job Application to the following address or email:

Attn: Human Resource

Mi'kmaq Nation

7 Northern Road Presque Isle, Me. 04769

[bdiamond@micmac-nsn.gov](mailto:bdiamond@micmac-nsn.gov)

**The Mi'kmaq Nation practices Native Preference to qualified Native Americans under Public Law 93-638 and is an Equal Opportunity and Service Provider.**