

Quality Assurance Manager *(Risk Management)*

Position



Organization: St. Gabriel Health Clinic, Inc.
Location: Monticello Clinic
Type: Full-Time – Exempt
Reports to: Chief Executive Officer

Position Overview:

St. Gabriel Health Clinic, Inc. is seeking an experienced Quality Assurance Manager *(Risk Management)* to lead and support quality assurance, risk management, and grant program implementation. This role is integral to ensuring our clinic's compliance with FQHC regulations, enhancing patient care quality, and minimizing organizational risk. The Quality Assurance / Risk Manager Director will oversee the development, execution, and evaluation of quality and risk management programs while supporting grant program operations and ensuring effective communication with internal and external stakeholders.

Key Responsibilities:

1. Quality Assurance (QA):

- Develop, implement, and monitor quality assurance initiatives that align with federal, state, and local regulatory standards for FQHCs, as well as organizational policies and goals.
- Lead quality improvement (QI) activities, including data collection, analysis, and reporting to drive clinical and operational improvements across all service areas.
- Conduct regular audits and internal reviews to ensure compliance with established clinical protocols, patient safety standards, and performance improvement initiatives.
- Collaborate with the clinical team to develop training programs and best practices, ensuring consistent, high-quality patient care.
- Prepare and present reports on quality metrics and improvement outcomes to the Board of Directors, management team, and funders as needed.

2. Risk Management:

- Design, implement, and monitor risk management strategies that identify, assess, and mitigate risks related to patient care, staff safety, and organizational liability.
- Oversee incident reporting, root cause analysis, and corrective action plans to prevent recurrence of adverse events and ensure patient and staff safety.
- Develop policies and procedures for risk management, ensuring alignment with FQHC requirements and legal standards.
- Conduct regular training sessions on risk management protocols for all staff, fostering a proactive risk management culture.
- Coordinate with insurance providers, legal advisors, and management to address risk-related concerns effectively.

3. Grant Program Implementation and Oversight:

- Lead the implementation, monitoring, and evaluation of grant-funded programs to meet funder requirements and achieve program goals.
- Ensure accurate and timely reporting to grant funders, including documentation of program outcomes, budget utilization, and impact measures.
- Develop and maintain project timelines, resource allocation, and financial tracking to support grant compliance.
- Liaise with grant administrators, program officers, and funders, providing regular updates on program progress, challenges, and accomplishments.
- Support program teams in maintaining compliance with grant objectives, preparing for audits, and making continuous improvements in grant-funded activities.

4. Communication and Collaboration:

- Serve as the primary point of contact for quality assurance, risk management, and grant program inquiries from internal and external stakeholders.
- Foster collaborative relationships with clinical, administrative, and operational teams to enhance program implementation and risk management initiatives.
- Communicate program progress, changes, and key findings to senior management, clinical staff, and external partners effectively.
- Organize and lead committee meetings related to quality, risk, and grants, documenting minutes and tracking action items.

5. Leadership and Team Development:

- Supervise quality and risk management staff, including performance evaluations, goal setting, and professional development.
- Mentor and support clinical staff to strengthen quality improvement efforts and ensure alignment with organizational objectives.
- Encourage a culture of accountability, continuous learning, and high standards of excellence within the organization.

Qualifications:

- Bachelor's degree in Health Administration, Public Health, Nursing, or a related field; Master's degree preferred.
- Minimum of 3-5 years of experience in quality assurance, risk management, or a related field within a healthcare or FQHC setting.
- Experience with business objective with reference to EHR System functions.
- Proven experience in grant program management and compliance in PCMH delivery is strongly preferred.
- Demonstrated knowledge of federal, state, and local regulations governing FQHCs, including HRSA and OSHA standards.
- CPHQ certification preferred.
- Strong analytical skills, with a background in data collection, analysis, and interpretation to support QI initiatives and MUST be able to provide reports for all programs.
- Excellent communication and interpersonal skills, with experience in cross-functional team collaboration.
- Ability to manage multiple projects simultaneously and meet deadlines in a fast-paced environment.
- Proficiency with Microsoft Office Suite and familiarity with EHR systems and QI tools.

Benefits:

- Competitive salary commensurate with experience
- Comprehensive health, dental, and vision insurance
- Retirement Planning
- Paid time off and professional development opportunities

How to Apply:

Interested candidates should submit a resume and cover letter detailing relevant experience and qualifications to **mjames@stgabrielchc.org** by 12/6/2024. Please reference the "Quality Assurance / Risk Manager Director" position in the subject line.

This position offers a meaningful opportunity to lead critical quality and risk management initiatives within a dynamic FQHC setting, making a lasting impact on patient care and organizational resilience at St. Gabriel Health Clinic, Inc.

Compensation:

Competitive salary based on experience, along with a comprehensive benefits package (Health/Vision/Dental).

To Apply:

Submit your resume, cover letter, and salary expectations. Please make sure to have 3 professional references for review.

Equal Opportunity Employer:

St. Gabriel Health Clinic, Inc. is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.



Approved: 12.01.2024
Ashley T. Levy, CEO

