JOB DESCRIPTION

Position Title: Manager, Public Health Practices and Quality Improvement Initiatives

Department: Science and Practice - Delta Project  FLSA Status: Full time, Exempt

Reports to: Project Director, Public Health Practices and Diabetes Programming

Supervises: Project Coordinator  Last Reviewed: October 2023

BASIC FUNCTION

The Manager of Public Health Practices and Quality Improvement Initiatives manages components of the Association of Diabetes Care & Education Specialists (ADCES) funding opportunity to advance health equity for priority populations with or at risk for diabetes from the Centers for Disease Control and Prevention (CDC). Manager will work directly with community health center quality improvement teams, state and local stakeholders, and health educator staff to improve the delivery of diabetes care to communities of concern. This includes concurrent review and oversight in meeting clinical quality related metrics, to better guide health centers in implementing appropriate evidence-based approaches to diabetes management. Responsibilities include conducting program monitoring, quality assurance, data collection, evaluation, analysis, and technical assistance to health centers on a variety of Type 2 Diabetes risk reduction strategies. Will also manage efforts around program implementation, as well as changes around process improvements, to ensure that program outcomes and sustained impact are met overtime. Supervises assigned Project Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assesses readiness of health centers to advance diabetes care, identifying replicable and sustainable care practices that can facilitate increased participation in interventions grounded in scientific and practice-based evidence. (ie. DSMES; National DPP; family-centered childhood obesity interventions)
- Identifies training gaps in the diabetes workforce to improve their capacity to address Social Determinants of Health (SDOH) related factors that impact health outcomes.
- Manages and provides guidance on program activation, implementation, monitoring, and evaluation to ensure project outcomes are reached and communicated to program staff and stakeholders.
- Provides interpretation of results and develops improvement action plans to address program barriers.
• Provides technical assistance and guidance to health centers based on project-related strategies, quality targets, and organizational and community needs.
• Ensures the tracking and recording of health center progress by monitoring and collecting reports and compiling data.
• Assists in the development of survey tools to assess program quality.
• Works collaboratively with other evaluation partners to ensure efforts are contributing to a measurable change in health, behavior, and/or environment in defined communities and population(s).
• Responsible for supervising Project Coordinator and overseeing their work.

KNOWLEDGE, SKILLS, AND ABILITIES

• Must be highly organized and detail-oriented, with ability to multi-task and complete assigned projects and duties on a timely basis.
• Customer service orientation essential, with excellent verbal and written communication skills. Must be comfortable assisting members via phone and email on a regular, daily basis.
• Ability to work both independently and as a team member.
• Must be proficient in Microsoft Office Suite, with ability to learn new software as needed.

EXPERIENCE/EDUCATION

• Bachelor’s degree in related field required, advanced degree preferred.
• Prior work experience in a professional environment (minimum of 3-5 years), with previous supervisory/project lead experience.
• Demonstrated experience writing proposals and managing within funded budget parameters.
• Prior experience working with Community Health Centers and/or Associations a plus.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Occasional overnight and out of state travel may be necessary.

WORKING CONDITIONS

Majority of work is performed in a general office environment where a hybrid work schedule is observed. Position may require availability for extended hours and non-traditional hours to perform department job duties. Also, may require occasional participation and attendance at organization sponsored events and meetings across the country.