

Job Description – Quality Improvement Navigator

Title

Quality Improvement Navigator

Reports To

Manager of Quality Improvement

Position Summary

The Quality Improvement Navigator coordinates continuous performance and quality improvement efforts and monitoring and reporting systems. The Quality Improvement Navigator reports the status of performance and quality improvement efforts and impacts, on a monthly, quarterly and annual basis. This position also provides leadership and coordination for improving the organization's core functions and evaluating the impact that systems improvements have on persons served and stakeholders; and researches and develops quality improvement systems that focuses on enabling the workforce to achieve improvements.

The Quality Improvement Navigator collaborates on the design of the information technology infrastructure required to support performance and quality improvement systems. They ensure needed data is collected on a timely basis, trends are identified, regular reports on progress are distributed, and recommendations are made for future improvements based on the data.

The Quality Improvement Navigator participates in a network of performance improvement professionals, sharing best practices, tools and materials while participating in ongoing communication activities and capacity-building peer exchanges. They search out best performance and quality improvement practices, making the department aware of them and suggesting areas where they could be implemented.

Core Competencies

- Ability to establish and maintain effective and productive working relationships with public and private organizations, practices, partnerships, and programs within the community
- Organization and planning, managing multiple demands, and achieving results
- Descriptive statistics and a comprehensive understanding of the appropriate applications of interpretive statistics
- Analytical reasoning, interprets and evaluates complex information, while identifying patterns and essential issues
- Superb written and oral communication skills with emphasis on presentation skills
- Word processing, spreadsheets, and database software
- Performs under minimal supervision with accountability for specific goals/objectives

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- Demonstrates problem solving, leadership, conflict management, and team building skills to ensure a productive work environment and achievement of goals
- Creative and Innovative Thinking
- Development and Continuous Learning
- Problem Solving
- Decision Making and Judgement
- Program Expertise
- Providing Consultation
- Ethics and Integrity
- Ensuring applicable Laws, Rules and Regulations are followed
- Coaching and Mentoring
- Energy and Stress
- Team Work

Major Job Responsibilities

- Applying, teaching and skillfully using techniques for quality improvement, outcomes measurement, and statistical analysis
- Providing leadership for implementing changes targeted at systems improvement
- Facilitating group processes and training practitioners
- Preparing program analysis, including interpreting statistics and evaluating research studies
- Preparing comprehensive reports related to programming; planning, designing and evaluating program initiatives
- Ensuring all persons served are referred to the appropriate program and service.
- Completing Internal Inquiries
- Ensuring that all assessments have reliable and valid ratings throughout the agency
- Ensuring programs are meeting utilization and vacancy requirements
- Working with team to develop performance improvement targets for quality, service, and efficiency of the organization
- Assuring that improvement activities are documented and reported within the organization and externally as appropriate
- Assist with the compiling and completion of monthly, quarterly and annual reports (practitioner, supervisor, program and agency) for internal and external use. These reports evaluate items such as: outcomes, activities, resources and tools
- Communicate with all external resources for programs
- Completes needed checks and balances such as: surveys, client file audits, and on-site audits
- Ensures that all Logic Models for all Programs and Services are useful and up to date
- Use of data to ensure the safety of practitioner and the public at large
- Co-ordinating Early Intervention activities

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- Attend program meetings as needed
- Participate in on-call duties as the Agency requires
- Other duties may be assigned as required

Qualifications

- Post-Secondary School Diploma required, university degree in Human Services or related field preferred (or equivalent)
- 3 years' related experience (or equivalent); supervisory preferred
- Intermediate – advanced knowledge of Microsoft Office (Word, Excel, Outlook, Power Point)
- Ability to interpret and effectively manage multiple and competing priorities and deadlines
- Proven ability to organize, evaluate, communicate and present information, both verbally and written
- Demonstrated time management and project management skills
- The employee must be able to function with a high degree of independence and considerable discretion. The employee must be able to act independently as a representative for management or leadership team

Work Conditions

- Manual dexterity required
- Interacts with support practitioners and the public at large
- Ability to lift up to 50 lbs
- Irregular hours
- Overtime may be required
- Travel may be required
- Ability to perform restraints