

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Quality Improvement Administrator	<b><u>CLASS NUMBER:</u></b> 70506	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Office on Aging	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N17	<b><u>POSITION CONTROL #:</u></b> 110022
<b><u>POSITION LOCATION:</u></b> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Assistant Director, CFO (110101)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Quality Improvement Specialist (110024, 110025, 110026, 110027)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Quality Improvement Administrator is to plan, develop, and implement a continuous quality improvement plan for the agency. Plan, direct and administer the overall activities of the Quality Improvement Department and provide direct supervision to assigned staff responsible for this operational area.

**JOB DUTIES:**

Plan, develop, and implement a continuous quality improvement plan to ensure the best outcomes for clients. Maintain quality assurance oversight for service providers. Supervise monitoring activities and problem resolution process. Provide guidance and support for assigned staff. Monitor for trends in service delivery issues. Provide technical assistance to providers upon their request or if determined it is needed. Offer consultation to case managers, supervisors and provider agencies. Offer various remedies or intervention strategies. Monitor for resolution if necessary. Coordinate annual client satisfaction survey process. Create random sample of clients to survey. Create database and coordinate mailing project. Monitor data collection and entry process. Review data and analyze for trends. Review written comments from clients and forward to assigned staff if required. Assist fiscal staff when needed in resolving provider-billing disputes. Provide case management system training sessions for providers. Make final decision as to when and what type of corrective action to take with providers who are performing poorly. Develop and implement strategies to promote good communication between the agency staff and provider agencies.

Plan, develop, and implement continuous quality improvement plan for agency and programs. Plan and implement strategies to ensure best practice standards are met. Facilitate workgroups and gather data to assist in achieving goals. Assess and evaluate need for work process improvement activities. Conduct meetings, interviews, and/or surveys to obtain information in development of plan for improvement. Create flow charts or other data tools to aid staff in implementing improvement projects. Monitor progress and offer assistance as needed. Assist when needs for process improvements are identified. Serve as resource for facilitation of meetings and offers strategies to assist in the planning development of new or improved processes. Assist with gathering program impact data, service, provision, and client satisfaction data reports.

Oversee the procurement process for all social service and vendor contracts based on needs assessments, competitive procurement, contract program monitoring and compliance, on-going training and communication with various community providers and vendors. Establish and monitor contract data tracking system and funding analysis. Perform analysis of provider and vendor performance and expenditure forecasting for contracts managed by the department.

Evaluate and revise program performance goals and targets; quarterly data reporting for managing for results–budget process; preparing annual agency budget by supplying programmatic performance data reports; defense programmatic performance aspect of budget.

Provide orientation to new employees on quality improvement activities and provide case management system training sessions for new employees. Attend meetings as required. Participate in external committees, meetings, or planning sessions. Attend training sessions, workshops, and seminars to continue professional educations. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of budgeting; work force planning; employee training and development; supervision; public relations; human relations; agency policy and procedures; government structure and process; interviewing. Skill in word processing; equipment operation. Ability to carry out detailed but basic written, oral or picture form; understand system of aging policies and procedures; define problems, collect data, establish facts and draw conclusions; deal with some abstract concrete variables; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; originate routine business letters reflecting standard procedures; deal with problems

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Effective Date: \_\_\_\_\_

involving several variables in familiar context; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; proofread technical material, recognize errors and make corrections; use proper research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position papers; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in social service or related field with five (5) years of social service or related experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend and approve the transfer, promotion, or salary increase of other employees.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date