

TRAINING AND QUALITY IMPROVEMENT COORDINATOR 139-T

DISTINGUISHING FEATURES OF THE CLASS: This position involves a high level of responsibility for the planning, organizing and administrative supervision of training and quality improvement activities and programs in the Department of Public Health Services. These programs include, but are not limited to: the Certified Home Care Agency (CHHA); Article 28 Diagnostic & Treatment Service programs (i.e. lead poisoning prevention; rabies prevention; communicable disease control and immunization program); Healthy Families; Early Care; and health education. The work is performed under the general supervision of the Director of Public Health and Deputy Director of Public Health with wide leeway allowed for the use of independent judgment in carrying out work activities. Coordination of QI projects with staff at all levels from administration, nursing, program supervisors, and support staff is necessary to ensure departmental training and quality improvement requirements are met. May supervise subordinate staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Develops policies, procedures and skills competencies of staff, in conjunction with supervisory and

administrative staff, across all areas of the Department to ensure consistency with Public

Health Accreditation Standards (PHAB);

Oversees staff training completion in all key areas of the department including but not limited to:

annual required infection control; HIV and blood born pathogen training; confidentiality;

HIPPA; Corporate Compliance; QI Projects; and public health competencies;

Assesses employee skills, competencies and knowledge in training areas specific to their job

functions and program needs and makes recommendations regarding any additional training;

Oversees the development of standards and training materials for programs and instructors and supervises and mentors staff who are responsible for providing in-services and trainings on topics specific to their program areas;

Plans, organizes and evaluates the Quality Improvement program in all areas of the Department;

Coordinates completion of all staff training required by Public Health sanitation codes, regulations and NYS Department of Health requirements specific to job titles and functions, including but not limited to NYS Learning Management System (LMS)

Oversees and monitors staff completion of courses on the Learning Management System.

Works with program managers to identify and analyze short and long term training goals for staff and professional development;

Researches new training materials and supplies that will enhance current training procedures;

Searches for gaps in training material or content that should be filled to ensure safety and productivity among staff members. This includes clinical skills and management/supervisory skills and knowledge areas;

Collects, analyzes, reports data and creates reports to help meet compliance requirements related to training and employee competency development;

Coordinates the study, collection and analysis of data for evaluation of program operations and prepares report of findings;

Prepares a variety of reports and recommendations on the Quality Improvement Plan

Prepares and monitors budget and expenditures specific to the training needs of the Department and makes recommendations to the Public Health Director;

Prepares a variety of reports and recommendations on the Quality Improvement Plan;

On-boards new hires and assigns them to training sessions, both online and in person;

Prepares analytical and statistical reports to comply with Federal, State and local requirements;

Monitors the effectiveness of internal control system and makes recommendations for revision of policies and procedures to the Public Health Director or designee when necessary;

Provides oversight of the Department's Public Health Performance Management System to track quality indicators, issue reports and metrics.

Additional duties and responsibilities as assigned based on Department needs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of public health administration, good knowledge of State and local health requirements as they relate to the provision of public health programs and quality improvement performance initiatives; good knowledge of local community service systems; good knowledge of research and needs assessment practices; good knowledge of administrative management principles, practices and techniques; ability to plan, organize and evaluate public health programs; ability to direct and supervise the work of others; ability to establish and maintain effective working relationships with all levels of staff, community representatives and program participants; ability to conduct basic research, writing and preparation of grant proposals in order to secure program funding; ability to prepare program budgets and fiscal reports; ability to collect and analyze data and prepare written program records; ability to communicate effectively, both orally and in writing; ability to articulate ideas and information effectively; ability to exercise confidentiality; ability to demonstrate judgment and tact; resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree in Public Health, Nursing, Health Administration, Public Administration with a concentration in a health-related field; Human Services; Social Work; or closely related field, and four (4) years of experience in a health care facility, human services agency; or community-based organization, two (2) years of which must have been in an administrative/management position that involved developing plans and/or policies for delivery of health or human services to a community population; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Public Health, Nursing, Health Administration, Public Administration with a concentration in a health-related field; Human Services; Social Work; or closely related field, and six (6) years of experience as described in (A) above, two (2) years of which must have been in an administrative/management position that involved developing plans and/or policies for delivery of health or human services to a community population.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Public Hearing:N/A

NYS Civil Service Commission Approval: N/A

Revised and replaced in Classplan: 1/17/2020

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