OPEN POSITION:
Quality Coordinator (I-III)
Hawai‘i Health & Harm Reduction Center

1. SUMMARY OF POSITION: Regular, full-time (1 FTE) position with the Hawai‘i Health & Harm Reduction Center located in Honolulu, Hawai‘i. Salary is commensurate with experience.

The Hawai‘i Health & Harm Reduction Center (HHHRC) is the statewide administrator and sub-grantee for the Ryan White Part B grant. The Ryan White Part B grant aims to improve access to a comprehensive continuum of community-based care for low-income people living with HIV. The Ryan White Quality Management program measures client outcomes, documents clinical improvements, and uses data to inform quality improvement projects across the HIV care continuum.

The Quality Coordinator performs advanced technical, professional, and administrative functions to support RW Part B program activities. These activities include analyzing clinical data, monitoring epidemiological trends, enforcing standards of care among subcontractors, and conducting special projects as needed. Other tasks include managing contracts, budget monitoring, policy drafting, researching best practices, and coordinating stakeholder meetings. This position also assists in basic information technology tasks, such as troubleshooting and coordinating IT services with vendors.

2. SCOPE OF POSITION

Reports to: Policy and Contracts Manager

3. MAJOR DUTIES & RESPONSIBILITIES

- Under supervision of the Policy and Contracts Manager, will be responsible for developing and implementing a quality management system for funded services and provide direction to additional quality management staff.

- Takes a leadership role in ensuring that direct service medical providers funded through the Ryan White program adhere to established HIV clinical practice standards and Public Health Services (PHS) guidelines; implements strategies for improvements to quality medical care including vital health related supportive services to achieve appropriate access and adherence with HIV medical care; utilizes available demographic, clinical and health care utilization information to monitor the spectrum of HIV related illnesses and trends in the local epidemic.
• Conducts training, provide technical assistance, and evaluate quality improvement initiatives.

• Assists with the contract management for agencies and vendors funded under the Ryan White Part B and related grants. Monitors sub-contractor budgets and outcomes and submits monthly budget and expenditure reports to the Policy and Contracts manager. Compiling, summarizing, and analyzing program data for reports, meetings, grant applications and presentations.

• Coordinating the statewide Ryan White Quality Technical Review Committee and Clinical Quality Management Committee meetings and conference calls.

• Develops, plans, and enhances monitoring and reporting systems for program performance for funded programs.

• Provides basic office IT support, such as setting up office PCs, managing IT inventory, and coordinating help desk support with IT vendors.

• Assisting in other duties as assigned by the Policy and Contracts Manager or HHHRC leadership.

4. MINIMUM QUALIFICATIONS

Entry level candidates are encouraged to apply for Quality Coordinator I. Candidates who meet some of the qualifications are encouraged to apply for Quality Coordinator II. Candidates who meet most or all the qualifications are encouraged to apply for Quality Coordinator III.

Education: Quality Coordinator I: graduation from high school required (or GED). Quality Coordinator II & III: bachelor’s degree and/or advanced degree in Public Health, Social Work, Business Administration, Policy Administration, Public Health Nursing, or related field is strongly preferred but not required.

Experience: Administrative experience, grant management experience, and work in harm reduction preferred. Experience designing and implementing public health or health related programs and initiatives. Prior experience in data base management and data analysis is strongly preferred. Prior non-profit or government-related work is preferred, but not required.

5. ABILITIES, KNOWLEDGE, AND SKILLS:

• Valid driver’s license required.
- Excellent interpersonal skills and ability to communicate effectively is required. Ability to write clear, concise reports. Ability to follow and give written and oral instructions in a precise, understandable manner.

- Knowledge and experience in coalition building, community organizing, health education & health promotion strategies. Knowledge of public health, and epidemiological, outreach and educational models related to HIV and AIDS is preferred.

- Demonstrated experience coordinating and implementing complex projects. Exceptional organizational skills with the ability of developing timelines and meeting deadlines.

- Demonstrated cultural competence working with diverse populations, such as LGBT, communities of color, substance abuse populations, women and youth.

- Demonstrated ability to establish effective communications and working relationships with community providers.

- Intermediate to advanced proficiency in Microsoft Office, including Word and Excel is required. Intermediate to advance proficiency in Microsoft Access is strongly preferred.

6. PHYSICAL AND/OR MEDICAL DEMANDS: This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision requirements due to computer work. The option to work remote is available upon approval, but the employee must be on island and able to travel between sites when needed.

7. HOW TO APPLY

To apply, please visit hhhrc.org/employment for detailed instructions and to download HHHRC’s employment application. Send all application documents by postal mail or email to:

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