

POSITION DESCRIPTION

POSITION TITLE: Quality and Training Supervisor **REVISED:** September, 2018

JOB STATUS: Exempt **REVIEWED BY:** _____

REPORTS TO: Manager or above **APPROVED BY:** _____

POSITION PURPOSE

Under the general supervision of department leadership, the Quality and Training Supervisor will lead the design and structure of the department's Quality Assurance (QA) and training program. Responsibilities include: designing, developing, implementing, and managing all quality and training activities for the department. Additionally, the supervisor is responsible for driving the attainment of quality metrics and to achieve superior results. Through demonstrated individual performance, the Quality and Training Supervisor shall promote the highest standards of ethical and professional conduct to lead staff members by example.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop long-term objectives, explore alternate and original, time-efficient ways to perform quality review and deliver new and existing staff training while developing and enhancing the training materials, methods and systems.
- Train and supervise staff involved in training facilitation.
- Work with department supervisors to ensure staff are appropriately provided training and support related to procedures and expectations.
- Analyze reports and data from department applications for quality assurance and trends. Make changes and/or recommendations accordingly.
- Collaborate with department management and supervisors regarding the development, implementation, tracking, and feedback components related to quality standards.
- Continually identify opportunities for process improvement and make recommendations for policy changes to enhance service opportunities.
- Assist in the development and implementation of operational practices as well as interface with internal PHC departments to ensure exceptional customer service for the members and providers according to PHC benefits, policies, and procedures.
- Work in conjunction with department management to achieve PHC departmental goals and regulatory expectations.
- Other PHC duties as required to ensure PHC operations are successful.

HIRING CRITERIA

Education and Experience

Bachelor's degree preferred. Education requirement may be waived if candidate has supervisory and operational experience in a healthcare environment. Three (3) years prior supervisor experience preferred. Knowledgeable in call/contact center operations including quality review and training experience. Five (5) or more years of healthcare experience working in a healthcare delivery setting. Experience in an HMO, managed care. Knowledge of Medi-Cal, and Medicare programs preferred.

Special Skills, Licenses and Certifications

Highly organized with the ability to balance multiple projects and meet deadlines. Strong coaching, motivational, and interpersonal skills are required with an emphasis on service and individual involvement. Highly experienced in mentoring and coaching. Extensive experience writing policies and procedures and training documentation. Prior project management experience with the ability to work independently and develop concepts into business operations. Proficient in computer applications such as Microsoft Word, Excel, PowerPoint, Outlook and Visio. Valid California driver's license required.

Performance Based Competencies

Excellent written and verbal communication, interpersonal skills and patience. Ability to establish and maintain effective working relationships with others. Strong ability to supervise, train, and lead staff. Strong organizational skills, detail oriented, and sound decision making skills required. Ability to critically review data and implement operational recommendations.

Work Environment and Physical Demands

More than 50% of work time is spent at a computer monitor. Ability to move about the department freely to assist with operational functions as needed. Ability to prioritize workload and initiate action. Ability to function effectively with frequent interruptions and directions from multiple team members. Ability to work with multiple computer applications/programs. Will require occasional travel for training facilitation.

All HealthPlan employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the HealthPlan's policies and procedures, as they may from time to time be updated.

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.