



Code: 3401
Family: Legal and Regulatory
Service: Health and Welfare
Group: Medical and Social Service
Series: Public Health

CLASS TITLE: MANAGER OF QUALITY ASSURANCE

CHARACTERISTICS OF THE CLASS

Under direction, directs and coordinates the development of quality assurance standards for a City department's health-related programs and operations, and performs related duties as required

ESSENTIAL DUTIES

- Directs and coordinates the development of departmental quality assurance standards
- Convenes committees and works with consultants and other experts to evaluate current standards used in various operations and program areas (e.g., clinics, laboratories, EMS services)
- Consults with program directors, delegate agencies, and partnership representatives to develop and implement new and revised quality assurance measures and standards
- Researches current industry practices, health care standards, and federal and state regulations and initiatives and communicates information to departmental staff for use in developing quality assurance standards
- Directs program managers and health care professionals in implementing quality assurance management processes
- Supervises staff engaged in conducting quality assurance reviews to ensure programs are providing quality services in compliance with state and federal requirements
- Works with program managers and administrators in preparing performance management improvement plans
- Prepares manuals and other reports documenting the department's quality standards, practices, and protocols
- Oversees the implementation of regulatory requirements by the Illinois Department of Public Health Division
- Coordinates and facilitates training and project initiatives to inform staff of new or revised policies and standards
- Represents the department at various local, state, and federal conferences or meetings
- Develops and interprets policies and procedures that affect departmental operations and programs, ensuring that quality standards of care and regulatory mandates are maintained
- Participates in emergency preparedness initiatives to determine responsiveness of laboratory services
- Provides laboratory support during outbreaks and emergency incidents, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Master's degree in Nursing, Public Health Administration, Medical Technology or the Life or Physical Sciences, or a directly related field, plus two years of experience in quality assurance management.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *applicable federal, state, and local laws, regulations, and guidelines
- *management methods, practices, and procedures
- *applicable equipment, instruments, materials, and supplies

Moderate knowledge of:

- *Biology

Some knowledge of:

- applicable computer hardware and software technology
- report preparation methods, practices, and procedures
- public administration principles, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
Date: June, 2011