Program Manager I - Quality Improvement
Fulltime Regular FTE 100%
HEALTH EDUCATION / PUBLIC HEALTH, Sylmar, CA, US

Under the direction of the Director of Quality Improvement and Health Education, The Program Manager of Quality Improvement will perform a variety of administrative functions and provide supervision of Quality Improvement staff to support the NEVHC Quality Management Program and Plan. This is accomplished by continually monitoring (measuring) and improving the excellence of patient care and organizational operations.

Reports to: Director of Quality Improvement & Health Education

Qualifications:
1. Minimally Bachelor’s degree in Health Education or /related field. Master’s degree in Public Health is preferred.
2. At least one year’s experience in quality improvement activities or health education programs.
3. Must possess excellent organizational skills, project management skills, and experience with (Information Technology) IT and Quality Improvement Projects.
4. Thorough working knowledge of business English, spelling, punctuation, and contemporary general office practices and procedures.
5. Math skills sufficient to prepare spreadsheets and run charts,
6. Excellent leadership skills.
7. Must possess strong Computer skills in Microsoft Office programs (Word, Excel, etc.), electronic health record systems, and database systems.
8. Effective verbal and written communication skills to communicate clearly and effectively with patients and others.
9. Very effective oral and written communications skills including public speaking experience.
10. Effective work organization skills.
11. Ability to work effectively as a team player.
12. Ability to be flexible and work in a changing environment.
13. Sensitivity to the different cultures represented among members and staff.
14. Demonstrated ability to listen and communicate with others in a professional and caring manner including sensitivity with individuals from diverse cultures and lifestyles.
15. Demonstrated ability to set priorities for tasks to work effectively in spite of interruptions and under minimal supervision. Self-starter, reliable and dependable.
16. Demonstrated proficiency with the electronic health record database within three months of attending training session(s).
17. Fluency in English (speak, read and write).
18. Fluency in Spanish (speak, translate, read and write) preferred.
19. Ability to solve problems and make routine recommendations.
20. Ability to maintain absolute confidentiality about health care and other patient/client information.

Northeast Valley Health Corporation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Northeast Valley Health Corporation complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.