



COORDINATOR FOR HEALTH FACILITIES QUALITY ASSURANCE

CHARACTERISTICS OF WORK:

Incumbents ensure the coordination of work performed by bureau staff through monitoring health facility surveys and licensure and certification actions, by regulating staff activity through orientation and training programs, and by keeping abreast of current laws and regulations. The work requires a knowledge of all state and federal laws and regulations pertinent to health care providers and a thorough understanding of the licensure and certification process. Incumbents work under the general direction of an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Fire Safety Surveyor:

Education:

Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

Six (6) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Ten (10) years of experience related to the described duties.

OR

Administrative Surveyor (Generalist):

Education:

Master's Degree from an accredited four-year college or university;

AND

Experience:

Five (5) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Education:

Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

Six (6) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Medical Technology Surveyor:

Certification:

Certification as a Medical Technologist by recognized certification authorities and possession of a certificate in medical technology;

AND

Experience:

Five (5) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Nursing Surveyor:

Licensure:

Licensure as a Registered Nurse by the State of Mississippi;

AND

Experience:

Five (5) years of experience related the described duties, two (2) years of which must have included line or functional supervision.

OR

Dietary Surveyor:

Registration:

Active registration as a dietitian by the American Dietetic Association;

AND

Experience:

Five (5) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Medical Records Surveyor:

Registration:

Registration as a medical records administrator by the American Medical Records Association;

AND

Experience:

Five (5) years of experience related to the described duties, two (2) years of which must have included line or functional supervision.

OR

Pharmaceutical Surveyor:

Licensure:

Licensure to practice as a Registered Pharmacist by the State of Mississippi;

AND

Experience:

Five (5) years experience related to the described duties, two (2) years of which must have included line or functional supervision.

Required Document:

Applicant must attach a valid copy of applicable certification, licensure, or registration.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed at a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Taste/Smell: Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to reach with hands and arms. The incumbent is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others.

Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining

necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

Workflow Management: The ability and willingness to perform work within defined specifications and time lines and to manage conflicting priorities.

Effectively manages workload to complete multiple tasks. Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, equipment, supplies, travel, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained.

Functional Capability: Possesses or is capable of developing the knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of all state and federal laws and regulations pertinent to health care providers and a thorough understanding of the licensure and certification process. Possesses knowledge of plans and programs that are administered by the agency. Maintains regular contact with persons in other departments, entities, other agencies, or the public to coordinate activities, to resolve problems, to furnish or obtain information and to explain policies, procedures, programs, rules, and regulations. Develops and recommends policies and procedures for the bureau and assures that they are maintained

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority.

Mentoring or Training: Watches over, assists with work of, and determines the training needs of co-workers. Utilizes appropriate methods for training.

Mentors or otherwise assists co-workers as assigned helping them to improve their knowledge, skills, and abilities. Develops co-worker's skills and encourages growth. Facilitates co-worker learning. Fosters a

positive attitude. Participates in job training programs (On the Job Training). Shares knowledge and wisdom with less experienced employees. Receives on going mandatory training for professional development.

Technical: Is proficient in operating technical equipment in performing duties of the job.

Is proficient in using computer hardware and software to complete assign tasks, meet agency goals, and produce required products. Possesses knowledge of applicable software products.

Quality Assurance: Monitors the work performance of licensure staff.

Monitors the efforts of the licensure officer and certification officer. Monitors licensure and certification actions taken on health care providers. Monitors the maintenance of licensure and certification processes. Monitors the gathering and utilization of appropriate statistical data and the preparation of required statistical reports. Assists in the development of and revisions to appropriate state licensure regulations. Monitors the maintenance and storage of records. Reviews the scheduling of surveys of all health care providers.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Monitors the work performed by quality assurance staff.
2. Develops orientation and training programs for employees.
3. Ensures facility meets all applicable federal, state, and agency regulations.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Monitors the efforts of the licensure officer and/or certification officer.

Develops orientation and staff development programs for bureau employees.

Plans and conducts training sessions for health care providers and their staffs.

Develops and recommends policies and procedures for the bureau and assures that they are maintained.

Conducts in-state review of survey findings, conclusions, and recommendations.

Monitors licensure and certification actions taken on health care providers.

Monitors the maintenance of licensure and certification processes.

Monitors the gathering and utilization of appropriate statistical data and the preparation of required statistical reports.

Assists in the development of and revisions to appropriate state licensure regulations.

Monitors the maintenance and storage of records.

Reviews the scheduling of surveys of all health care providers.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.