



**Job Title:** Quality Improvement Coordinator  
**Department:** Administration  
**Reports to:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Grade:** \$63,398.40 – \$88,753.60  
**Location:** Eugene/Springfield

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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### **SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Chief Operating Officer, the Quality Improvement Coordinator is responsible for ensuring that the opioid treatment program (OTP) maintains and improves the quality of services provided and complies with accreditation standards and regulatory requirements. The Quality Improvement Coordinator develops, implements, and oversees quality improvement and accreditation processes, including data collection, analysis, and reporting for the OTP and provide support other KWC QI programs as directed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintain an up-to-date understanding of accreditation standards relevant to the OTP.
2. Prepare and submit all required documentation to maintain accreditation.
3. Collaborate with department heads to ensure compliance with accreditation requirements.
4. Develop, implement, and monitor quality improvement activities in alignment with OTP goals and accreditation standards.
5. Monitor and report on key performance indicators to identify areas for improvement.
6. Lead and facilitate quality improvement teams and projects.
7. Collect and analyze data related to quality indicators and performance measurement.
8. Identify trends, patterns, and areas for improvement from data analysis.
9. Prepare and distribute regular reports on quality metrics.
10. Provide training and education to staff on quality improvement methods and techniques.
11. Ensure that staff members are aware of accreditation standards and compliance requirements.
12. Conduct audits and site visits to assess compliance with quality standards and accreditation requirements.
13. Monitor corrective actions and follow up on non-compliance issues.
14. Participate in the development and revision of organizational policies and procedures to align with accreditation standards.
15. Maintain a comprehensive policy and procedure manual.
16. Maintain accurate and complete records of accreditation and quality improvement activities.
17. Prepare documentation for surveys, audits, and reviews as needed.
18. Serve as the main point of contact for external accreditation and regulatory agencies.
19. Communicate with staff, management, and leadership regarding accreditation updates and quality improvement progress.
20. Ensure that quality improvement and accreditation reports are presented to the appropriate committees and stakeholders.
21. Stay current with developments in the field of quality improvement, OTP regulations and accreditation.

22. Attend training, conferences, and seminars related to accreditation standards and quality improvement.
23. Manages the incident review and complaint process for the OTP and participates in the Incident Review Team to investigate, resolve, and provide action recommendations for documented incidences.
24. Manages content for the KWC website, My Tribe portal, and social media, including Facebook.
25. Other duties, as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as detailed description of all the work requirements that may be inherent in the job.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 50 pounds. Work is generally performed in an office setting. Work involves occasional exposure to dust, fumes, and allergens. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to proofread documents and working knowledge of technical report writing.
4. Working knowledge of paperless record retention system.
5. Ability to develop the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
6. Ability to make decisions independently in accordance with established policy and procedures.
7. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
8. Ability to work with mathematical concepts such as basic arithmetic.
9. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
10. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
11. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
12. Understanding of HIPAA (the Health Insurance Portability and Accountability Act) and 42-CFR Part 2 (Confidentiality of Substance Use Disorder Patient Records).
13. Familiarity with CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation.
14. Understanding of Medication Assisted Treatment best practices.

### **QUALIFICATIONS**

1. Associate's degree in a related field required with a minimum of five (5) years of administrative assistant experience OR a combination of formal education, training, and related work experience may be considered.
2. Experience in health care quality, risk management, compliance or a related field required.
3. Working knowledge of quality improvement methods and program administration required.

4. Record management experience required with proven skill in paperless systems for document retention and retrieval.
5. Understanding of accounting systems and controls, accurate data entry skills, and knowledge of documentation and budgeting required.
6. Extensive knowledge of Microsoft Office, desktop publishing techniques and web publication software products required.
7. Experience working in a substance use disorder or behavioral health program preferred.
8. Preference given for work experience in tribal government.
9. Technical report writing skill is desired.
10. Must have proven track record as a team player.
11. Knowledge of Indian Health Service and Bureau of Indian Affairs programs a plus.
12. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.