

Performance Improvement Manager – SAMPLE Position Description

Education and Experience

- Bachelor's Degree or higher in management, public health, nursing, business administration, organizational leadership, or related field.
- Five to 10 years of progressively responsible experience in public health management, quality/performance improvement, and strategic planning within a government, clinical, or educational environment.

Knowledge, Skills, and Abilities

- Experience leading and coordinating successful internal strategic planning efforts and implementing continuous quality improvement processes and programs.
- Knowledge of public health management practices, policy, programs, initiatives, and functions.
- Ability to train staff in various quality improvement and performance improvement methodologies.
- Demonstrated success in establishing and maintaining cooperative partnerships with state and local stakeholders, funding agencies, strategic partners, and national organizations.
- Exemplary written and oral communication skills; to include presentations and comprehensive analysis reporting on public health issues.
- Understanding of specific public health infrastructure and policy issues.
- Demonstrated leadership and management experience.
- Demonstrated success in leading and evaluating quality/performance improvement programs
- Experience with quality initiatives and methodologies , such as: PDSA, Kaizen, Baldrige, National Public Health Performance Standards, Balanced Scorecard, Lean, Six Sigma.

Core Functions and Principal Responsibilities

- Plans and leads the performance, accountability and quality programs in state health agency.
- Initiates participation in structured national performance and quality improvement assessments.
- Utilizes performance improvement tools to streamline state health agency processes, improve customer service and enhance agency efficiency and effectiveness.
- Ensures all performance, accountability and quality assessment are regularly completed and comprehensively reported to senior management.
- Advises and collaborates with senior management to develop and implement quality/performance measures in the state health agency.
- May have primary responsibility for coordination and oversight of state health assessment, state health improvement planning, and strategic planning processes
- Lead research activities related to quality initiatives to ensure continuous quality improvement.
- Defines and monitors health status indicators and identifies performance areas
- Integrates QI/PI activities into agency culture through marketing and promotion.
- Coordinates quality education and training programs for state health agency staff
- Participates in intra-agency planning and goal setting.
- Collaborates with national, state, and community partners on various quality and performance focused workgroups and learning communities.
- Seeks diverse funding opportunities to participate in state-wide and national performance and quality initiatives

- Supervises performance improvement staff.