



Title: Program Manager, Quality

Reports to: Director, Quality

Classification: Individual Contributor

Location: Boston (Hybrid)

Job description revision number and date: V. 1.2; 04/24/2023

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

The Quality Program Manager reports directly to the Director of Quality to provide support to the organization's Quality Program. The Program Manager is responsible for supporting the development, management, and implementation of the annual quality plan. While monitoring quality performance and providing expertise on quality management and improvement are key components of the role, identifying quality improvement opportunities and working cross-functionally with health centers are essential to supporting C3 health center facing teams to facilitate improvement. Managing various administrative and regulatory requirements of the quality program, the candidate must be innovative, comfortable with ambiguity, well-organized, and committed to moving quickly and collaboratively in the context of a rapidly changing organization.

Responsibilities:

- Support the development, management, and implementation of the organization's annual quality plan
- Closely monitor annual performance on quality goals and supports improvement efforts to achieve goals
- Utilize qualitative data from on-the-ground interactions with C3 FQHC-facing staff and FQHC quality leads, and quantitative data from C3's analytics platform to identify opportunities for, prioritize, and evaluate, and suggest continued improvements to quality improvement initiatives
- Collaborate with C3 staff to drive organizational improvement
- Work closely with health center-facing teams and health centers (as needed) to facilitate adoption of the organization's quality plan and support improvement work
- Support the management of annual regulatory deliverables
- Serve as a subject matter expert on quality management and improvement
- Manage Quality Improvement resource library; seek out best-practices, resources, tools, and partnerships
- Develop and deliver Quality Program communication and trainings
- Support the annual evaluation of the Quality Program as well as ad-hoc evaluation as needed
- Other duties, as assigned



Required Skills:

- 3+ years' related experience, preferably within a health plan, or community health/outpatient setting
- Experience with quality improvement and/or change management
- Must communicate clearly and succinctly in writing and verbally across multiple tiers of the organization, from leadership to individual providers and health center staff
- Proficiency in Microsoft Office Suite (Outlook, Word, PowerPoint, Excel)
- Excellent project management skills and attention to detail
- Must have a strong commitment to quality assurance and exceptional customer service
- Ability to juggle multiple priorities in a fast-paced environment
- A strong commitment to the organization's mission
- Must be able to remain in a stationary position 50-75% of the time

Desired Other Skills:

- Subject matter expertise in quality improvement methodology
- Subject matter expertise in quality measurement
- Experience in quality data analytics
- Familiarity with federally qualified health centers
- Familiarity with Mass Health ACO Program
- Self-starter; exercises high degree of initiative, judgement, discretion and decision making to achieve objectives
- Performs with great integrity and produces accurate work with close attention to detail, especially in the completion of final deliverables to internal and external stakeholders
- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- Bachelor's Degree preferred or appropriate experience in lieu of education

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****