



## QUALITY PROGRAM MANAGER

Job Requisition # **21-0124**  
Location: **Riverside Health Center**  
Application Deadline: **Until Filled**

Hours Per Week: **40**  
Status: **FT (1.0 FTE)**  
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 50 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

### Position Purpose:

The Quality Program Manager is able to inspire, influence, and empower others to achieve organizational quality goals in keeping with Community Health Center Burlington's overall mission, vision, and values. They work closely with and respond to the strategic vision of the Chief Executive officer, Chief Medical officer, Chief Nursing officer and the Director of Quality. They are responsible for coordinating with clinical leadership in medical, mental health, psychiatry, and dental departments. They develop and maintain systems within the organization using data and reviewing standard measures that will support initiatives to deliver consistent, high quality care to the community. The Quality Program Manager will serve as an essential liaison between senior leadership and staff supporting clinical care. They will also be responsible for creating workflows that are in compliance with regulatory agencies and organizations including HRSA, PCMH, VDH, and others.

### Basic Qualifications:

#### Education and Experience

- Project Management experience in Ambulatory Care or Project Management or Lean Certification
- Experience leading project improvement initiatives in an ambulatory care setting
- Preferred Masters of Public Health Degree

#### Knowledge, Skills, and Abilities

- Demonstrated program planning, operations and process improvement ability in ambulatory health care setting
- Proven ability to meet quality metrics by leading quality improvement initiatives and creating organizational improvements
- Project management experience with demonstrated ability to create buy-in across multiple, diverse team members
- Ability to work collaboratively with clinical and operational leaders and staff to effect change
- Ability to work independently, to solve problems creatively and with initiative
- Demonstrate moderate to high level of competence in the use of Microsoft Excel, Access, Word and Outlook and familiarity with network systems
- Proven ability in data management and data analytics and to use data to prioritize, plan and measure performance

#### Licensure, Certification, or Other Requirements

- Project Management, Lean, or similar process improvement certification

To apply for this position, please send a resume and cover letter to: [HR@CHCB.org](mailto:HR@CHCB.org)  
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

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