



## Director, Quality Assurance and Risk Management Job Description

### JOB INFORMATION

Job Code:	119075
Job Title:	Director, Quality Assurance and Risk Management
FLSA Status:	Exempt
Supervisory:	
Job Family:	Safety/Risk Management
Job Family Group:	Environmental Health and Safety
Management Level:	5 Administrator
Director, Quality Assurance and Risk Management	

### JOB SUMMARY

Serves as a highly visible champion of quality, patient safety and high reliability for clinical services delivered across the university. Responsible for quality improvement efforts that set the standard in healthcare delivery and innovation.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		In
X			Business Administration	Or
X			Health-Related Professions	
	X	Master's degree		In
	X		Business Administration	Or
	X		Health-Related Professions	

#### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years	in progressive roles as an administrator in healthcare management	
	X	10 years	in healthcare management.	

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven track record with recent performance improvement (including survey experience) while managing, leading and developing staff.
X		Experience leading quality improvement programs and expertise with risk management and accrediting organizations.
X		Extensive knowledge of the principles and practices for healthcare quality improvement and patient safety of high reliability organizations.
X		In-depth knowledge of audit, control and monitoring processes, and the ability to effectively implement and maintain them.
X		Knowledge of utilization management, case management and/or discharge planning.
X		Exemplary analytical, critical thinking, problem solving and organizational skills.
X		Excellent oral and written communication skills, able to tailor presentations to specific audiences and address and interact with large groups.
X		Exceptional interpersonal skills, able to establish and maintain working relationships with internal/external stakeholders at all levels.
	X	Experience with major organizational redesigns, transitions and other significant change initiatives.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certified Professional in Healthcare Quality, Lean, Six Sigma and/or other relevant certifications.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directly responsible for the data strategy and management required to build an integrated picture of system risk. Provides administrative and operational oversight in the definition, development, implementation and integration of organization-wide and university strategies. Identifies, evaluates, mitigates and monitors operational risk, and provides training as needed. Facilitates the identification of risk management trends across university clinical services.				
Designs and implements systems resulting in increased workflow efficacy, efficiency and cost effectiveness, leading to improved patient care management and clinical outcomes. Partners with university leadership to develop overall strategies for reducing clinical errors and implementing accountability systems. Ensures high patient satisfaction and outstanding performance with key nationally standardized metrics of quality and safety.				
Implements monitoring and reporting requirements, supports centralized rollout, and coordinates lines of communication to maintain efficient data and information flow. Assists with mapping of requirements and comprehensive project management design to ensure alignment, compliance, and consistency of best practices.				
Responsible for ensuring compliance with full accreditation by appropriate organizations and other state/national quality initiatives. Verifies that all quality- and risk-related registrations, communication and reporting requirements with regulatory bodies are met. Participates in varied committee and task force meetings as needed.				
Drives cultural transformation to promote the recognition of errors and improvement in quality and patient safety. Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.