Position Description

Title:	Quality Assurance Program Manager
Division	Executive
Department:	Compliance and Quality Assurance
Supervisor:	Manager, Compliance and Quality Assurance
FLSA Status	Exempt
Profile:	D

Overall Position Purpose

This position exists to ensure that Inteleos quality management systems are continuously maintained and updated in accordance with the organization's strategic objectives. This includes, but is not limited to, ensuring continued ANSI accreditation to ISO standards, and serving as the organizational subject matter expert for all aspects of Inteleos quality management systems. The Quality Assurance Program Manager will work with staff at all levels of the organization and use various project management and collaboration platforms to achieve these goals.

Core Responsibilities

- Serve as subject matter expert on all QA processes
  - Serve as the ANSI and QA representative in organizational discussions, projects, and initiatives.
  - Provide training and information regarding QA processes and procedures as needed to Inteleos staff.
  - Draft, review and maintain ANSI compliant procedures with respect to the Quality Management Process in accordance with established schedules.
- Ensure Quality Management Systems are Maintained
  - Maintain all aspects of Inteleos quality management systems and assist staff as needed with conformance and/or requests for exceptions to established systems.
  - Proactively identify quality management system deficiencies and take corrective action.
  - Oversee and execute the Cross-Departmental Procedure Audit program.
  - Serve as co-lead of the Quality Management Team with their supervisor.
  - Facilitate the quarterly Community Quality Assurance meeting, and other organization-wide meetings, as necessary.
  - Facilitate and ensure completion of the quarterly and annual quality KPI report, including but not limited to:
    - Maintaining the submission schedule
    - Working with department leads to ensure all required documentation is received
    - Reviewing the submissions for accuracy and consistency (that it meets reporting requirements)
    - Assembling the submissions into one complete report.
- Ensure Compliance with ISO Standards
  - Maintain a comprehensive understanding of ISO 17024 standards and ANSI accreditation requirements.
  - Lead and facilitate the annual and five-year ANSI accreditation processes to ensure all requirements are met, including any actions required post-audit.

- Compare preventative action reports, corrective action reports and cross departmental audit results with ISO standards and ANSI accreditation requirements to assure continued compliance.
    - Research and provide organizational guidance as to whether new efforts are compliant with ISO standards.
    - Lead and facilitate all ANSI accreditation application processes for new certification schemes.
- Project Management
    - Assume the lead project manager role for quality management system related projects, including the annual and five-year ANSI accreditation submissions.
    - As the lead project manager, coordinate activities with staff as needed to ensure project success; track projects daily, ensuring that projects are moving forward on schedule. When issues occur, determine the best go-forward strategy and work with management to obtain whatever changes are needed to bring the project back on schedule; use appropriate tools to keep upper management and internal customers informed of project status throughout the life cycle of the project;
    - Using known project management frameworks, ensure projects are feasible and meet evidence, budget, quality, and timeline goals.
    - Participate in project discovery and upfront planning sessions to grasp the overall business needs of the project.
    - Provide strategic guidance during the project to move items/tasks forward that do not require customer/product owner decisions.
    - Use appropriate tools to keep project artifacts well organized, easily accessible, and easily understood by all project team members.
    - Serve as the QA adjunct to the core enterprise project management team.
- Assist with other department projects or assignments, at the discretion of departmental management.

Required Education/Experience
- Required
    - Bachelor's degree, Certification or equivalent in a related field.
    - Three to five years' experience demonstrating compliance with standards set by accrediting bodies.
    - One to three years' experience managing enterprise projects.
- Desired
    - Experience with ANSI accreditation processes and ISO standards or other standards set by accrediting bodies.
    - Interest in Project Management Professional (PMP) certification
    - Interest in American Society for Quality (ASQ) certification
    - Experience with the principles of Scrum

Required Qualifications/ Skills
- Deep understanding of project management
- Excellent organizational and time management skills – ability to work on multiple projects and tasks
- Excellent Interpersonal skills – ability to interact effectively, efficiently, and professionally with individuals at all levels of the organization as well as external contacts.
- Excellent communication skills – ability to communicate clearly, concisely, and effectively using oral and written mediums both in one on one and groups of varying sizes.

- Consistent Attention to detail – ability to focus on the important parts of a project or task regardless of current workload.
- Critical Thinking and Analysis – ability to use research and analysis to solve problems; make decisions of moderate complexity involving factors that may not be well defined.
- Ability to work effectively and professionally in a team environment
- Ability to maintain positive attitude under stressful conditions
- General knowledge of Microsoft Office Suite, project management software, and other team collaboration software.

Inteleos Attributes
- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity**– employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to**:
  - Creating the global standard of excellence in healthcare and patient safety
  - Excellence – Strive to excel in everything you do
  - Quality – Taking the initiative, extra time, care and vigilance to get the job done right
  - Continuous Learning
- Have a **Positive "Can-do" Attitude**-being ready, available and willing to get the job done and done well

Supervisory Environment
- Works under general guidance with considerable latitude in determining their work objectives.
- Makes decisions of considerable complexity regarding work design, projects, or business issues which may be ambiguous, which have a medium or short-term impact on a significant organizational function and may impact Inteleos as a whole.
- Work projects and products are subject to management review for content, quality, and appropriateness.
- Incumbent has no formal supervisory responsibility, though they may provide oversight to other workers

Work Environment
The incumbent will work at a desk in an office environment.   Evening and weekend work, and some travel may be required. There are minimal requirements to lift or move equipment.

This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.

Received by: _____
                          Employee Name/Signature

Date: _____