The vision of the Greater Newark Health Care Coalition, Inc. is health equity for residents of Greater Newark. The mission is to work collaboratively to improve systems and community and individual conditions for optimal health and well-being. Core functions include: (1) neutral convening with coordination and alignment of local efforts, (2) data collection, sharing and analysis, (3) the design and testing of innovative strategies and (4) engagement in health policy, planning and advocacy.

**Position Summary:** The Clinical Quality Coordinator will serve as a leader for the Greater Newark Health Care Coalition’s (Coalition) Clinical Care Coordination Initiatives, which seek to improve health outcomes for complex at-risk patients.

The Clinical Quality Coordinator will provide ongoing supervision of care coordination initiatives, collaborate with Coalition members and partners and other community stakeholders to develop and refine care management and coordination work flows and processes, and share clinical expertise in order to increase access to high quality, coordinated healthcare for at-risk populations, which includes homeless, drug and alcohol dependent and mentally-ill individuals. The Clinical Quality Coordinator will directly supervise the Community Health Worker (CHW) Specialist and provide leadership, support, and guidance to a team of internal and external CHWs and Managers.

Responsibilities will also include creating and enforcing clinical policies and procedures, ensuring regulatory guidelines and standards are met, identifying opportunities for quality improvement for service delivery and outcomes, and ensuring compliance with organizational policies and procedures. This role is broad in scope and requires the ability to work independently and apply a high degree of judgment.

**Essential Functions:**
- Provide oversight of a team of clinical support staff (care team) which may include internal and external Managers, Community Health Workers and Service Learners.
- Serve as an integral member of the multidisciplinary care team process that is responsible for working with identified panels of patients in a variety of Greater Newark settings, including
the hospital, primary care offices, patient homes, homeless shelters, medical day center, and various other community settings.

- Promote initiatives that support our Regional Health Hub in its ability to improve healthcare throughout the Greater Newark region.
- Provide guidance regarding appropriate clinical assessments including medical needs/barrier identification of patients referred and enrolled in the program; participate in determining plans for care management; support the coordination of care plans and delegate tasks to care team members as needed.
- Act as a liaison between hospitals, primary care providers, specialists, community resources and managed care/insurance plans on behalf of enrolled patients to ensure patient-centered coordination of care.
- Forge and nurture partnerships with hospitals, medical offices, and local service organizations to broaden support services for patients and to address systemic barriers that the care teams encounter.
- Ensure that electronic records are maintained and that reports and other program documentation is completed in a timely manner (e.g. progress notes, incident reports, client track, letters, etc.); other administrative responsibilities as needed.
- Monitor collected data; ensure progress of program of care management towards graduation objectives and deliverables; ensure the quality of care plans for individual patients and for the panel as a whole.
- Address emergency situations; safeguard employee and patient rights and promote a safe and healthy environment.
- Assist in setting standards for performance of clinical staff and create conformity to those standards; ensure that evidence-based and data-driven practices guide our clinical activity.
- Participate in data-driven, rapid-cycle improvement processes in regards to clinical interventions.
- Work in conjunction with board leadership, partners and staff to promote activities related to the delivery of clinical services including, but not limited to, utilization review, quality assurance, and clinical protocol development.
- Plan and execute interdisciplinary case conferences/team meetings and clinical rounds.
- Create clinical staff development opportunities including oversight of recruiting and credentialing processes and educational opportunities.
- Actively identify project inefficiencies and find collaborative solutions to the problems.
- Examine trends in the quality of patient care and advance solutions to improve or remediate.
- As requested, speak on behalf of the Coalition in response to invited opportunities.
- Through role modeling, facilitate problem-solving and conflict resolution between staff, clinicians, departments, etc.
- Ensure proper documentation of patient encounters and contacts made on behalf of clients, patient activities, care plans and outcomes achieved by patients in a timely and effective manner.
- Submit reports as needed and requested.
- Participate as a member of the Senior Leadership Team in guiding overall organizational development and managing cross-departments issues and initiatives.
• Attend relevant training as necessary to maintain professional certification and/or knowledge.
• Adhere to the Coalition’s guidelines and ensures the appropriate handling of sensitive information.
• Complete special projects specific to the function of the department or as needed.
• Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities**
• Demonstrated ability to communicate and drive outcomes across professional disciplines, organizations and clinical settings especially on behalf of medical and socially vulnerable populations.
• Ability to effectively oversee case management for socially and medically complex patients in a variety of non-traditional settings; experience in serving in poor, urban environments; familiarity with Newark, East Orange and Irvington is preferred.
• Exceptional organizational and interpersonal skills, with attention to detail required; strong oral/written communication skills is a must along with strong command of Microsoft Office.
• Ability to supervise and partner with CHW managers and support their supervision of CHW teams.
• Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment.
• Ability to inspire, lead and motivate a team for optimum performance.
• Demonstrated ability to work well with people of various ages, backgrounds, ethnicities, and life experiences.
• Ability to work well and maintain professionalism under times of stress and pressure.
• Ability to travel to multiple office locations; valid driver’s license and automobile that is insured.
• Ability to work non-traditional hours if needed based on operational needs and to meet the needs of the community.

**Experience, Education, and Licensure**
Current RN licensure in the State of New Jersey and 3-4 years’ experience providing clinical services; experience in community/outpatient setting preferred. Primary care advanced practice nursing degree preferred.

**To Apply:**
Please submit resume and cover letter to Mary Long at mlong@greaternewarkhcc.org with subject, “Clinical Quality Coordinator Application”.