

Koinonia Homes, Inc.

POSITION TITLE: Chief Quality Officer

DATE: February 2018

REPORTS TO: President and Chief Executive Officer

POSITION STATUS: Exempt

GRADE: 62

CORE COMPETENCIES: Effective Communication, Accountability, Problem Solving, Service Excellence, Team Leadership, Work Ethics & Values, Technological Proficiency, Human Resource Development, Leading and Managing Change, Organizational Awareness, Planning and Organizing, Results Management, Fiscal Leadership, Entrepreneurial, Critical Thinking

POSITION OVERVIEW:

The position of Chief Quality Officer (CQO) reports directly to the President and Chief Executive Officer and is responsible for informing, advising and developing the Senior Leadership Team on all matters relating to the quality and compliance initiatives of the corporation to ensure the organization is recognized as a total quality provider of choice. Through quality and compliance initiatives, this position will develop and link Key Performance Indicators for the organization. The CQO will align and deploy strategic quality and compliance planning for the future growth, transformation and evolution of Koinonia.

In addition, the CQO will be responsible for directing the development and implementation of a comprehensive continuous improvement system that incorporates Key Performance Indicators, quality core indicators, best practice standards, and meets all compliance requirements for Koinonia Homes. This position will be a key component in driving and developing Koinonia as a Center of Excellence and developing the talent of Koinonia to achieve high performance work teams across the organization to further achieve growth and diversification for the organization.

This position specifically provides governance and direction for all organizational development activities across the agency such as organizational learning, strategic approaches to a workforce quality culture and associate career development strategies. These are in addition to traditional quality management functions including compliance with applicable regulatory requirements.

Direct report for this position include the Director of Quality Improvement and Strategic Solutions, MUI Investigator, Organizational Learning Manager and Organizational Learning Coordinator.

DEAL BREAKER

Of utmost importance, this position requires a proactive and visionary individual who will help to achieve the organization and the CEO's quality commitment to becoming a Center of Excellence and a provider of choice in all services offered. This position will partner with the leaders and team members of Koinonia to establish clear, consistent and efficient quality processes with execution capability, enabling scalability of the business while always ensuring Koinonia is meeting the needs of all stakeholders.

This position must be knowledgeable of all rules and regulations of licensing, accreditations and any other regulatory bodies relative to the services provided by Koinonia.

KEY DELIVERABLES:

- Develop short and long-term strategies to align Quality and Compliance planning with Koinonia's Vision, Mission, Values and goals.
- Oversees all activities of the Quality Improvement and Organizational Learning departments
- Ensures that data is prepared, analyzed and translated in meaningful and appropriate formats for all departments at Koinonia with measurable goals and outcomes.
- Supervises appropriate training to all levels of staff for their understanding and implementation of continuous improvement processes to meet quality improvement goals.
- Embed in the workforce culture an in-depth quality understanding
- Create and support a sense of community and belonging within the company by ensuring career development opportunities for associates
- Build positive department reputations, presence and knowledge of process-specific offerings
- Institute quality systems that measure and enhance departmental and organizational performance
- Define and maintain effective organizational design and structural clarity
- Support self-sufficient, engaged individuals and teams
- Design and develop career development and organizational learning initiatives to ensure the talent of Koinonia achieves growth and development and is positioned for succession planning.

KEY PERFORMANCE GOALS:

- Work collaboratively with other Executives, Directors and the CEO to integrate cross-program activities and functions, working on solutions together with recordable objectives and expectations.
- Develop and maintain KPIs that link to Management Performance Reviews as well as reflect process efficiency and effectiveness, and total customer experience
- With Human Resources strengthen the internal talent pool to ensure we have the human resources (people) required to meet future opportunities for Koinonia growth and diversification.
- Create an organizational learning culture while embracing a commitment to achieving and maintaining high quality across the organization

CORE ROLES:

Strategic Partner / Internal Consultant – 25%

- Design Quality and Organizational strategies to align with vision, mission, values, competencies and business objectives.
- Expand upon research and benchmarking to develop innovative quality approaches.
- Provide internal consulting support and/or subject matter expertise for the management and employee population with emphasis on ongoing planning and strategy to meet the future needs of individuals, teams, departments, and the organization.

Subject Matter Expert / Quality Specialist – 25%

- Maintain and/or develop subject matter expertise in Quality Management / Organizational Learning areas.
- Advise executive leadership on internal policy/procedural and operational issues pertaining to the specific initiative
- Leverage past technical experiences to create user-appropriate solutions to internal business challenges.
- Identify needs for improvement, innovation and development. Make recommendations for enterprise level process revisions.

Transformational Change Agent and Organizational Architect/Futurist – 25%

- Champion innovative / futurist mindset shifts (learning organization).
- Anchor transformational change initiatives in culture.
- Increase “courage quotient” in teams and individuals by cultivating the organization’s capacity for change and resilience.
- Assess current, organizational state and align people and business strategies to achieve Koinonia Vision, Mission, Values and Objectives.

Associate Champion – 15%

- Create an inclusive service community that promotes information-sharing, motivation, competence, professionalism, empowerment, respect, creativity and fun.
- Facilitate, measure, and improve the quality of management and teamwork.
- Listen to Associates and respond with appropriate, needed resources and/or coaching.
- Promote a quality based approach to management performance.

Customer Service: 10%

1. Recognizes individual person’s (customer’s) needs and expectations.
2. Interacts with peers and colleagues and all other customers with the understanding that service is our reason for existence.
3. Displays a positive attitude. Responds positively to changes and demonstrates the ability to be flexible in their work environment.
4. Ability and willingness to work with co-workers, customers, supervisors, other Koinonia personnel, and management.
5. Complies with the requirements of checking e-mails on a regular basis.
6. Responsible for the proper use of the payroll system. Accountable for accuracy of employee time and data input.
7. Accountable for the accurate and timely submission of financial data to the Finance Department. Submits expense reports on a timely basis. Submits accurate records for billable services for billing purposes.

8. Responsible for the processes to ensure the confidentiality, security and integrity of data and that the information is maintained and protected against loss, destruction, tampering and unauthorized destruction or use.

QUALIFICATIONS:

- B.A./B.S. in related field, certification related to accreditation/quality preferred
- Ten years quality management experience, most recently at the leadership level.
- Experience in the human services field a must, prefer IDD services.
- Demonstrated success creating effective programs and systems in a fast and sometimes unpredictable environment.
- Nonprofit experience at the executive management level strongly preferred.