**Quality Improvement Projects Specialist**

Reports to Meghan Powers, Quality Improvement Manager

·         Department: Operations > Quality Improvement

·         Proposed Title: Quality Improvement Projects Specialist

·         Role Summary:

o   The member will serve to expand the capacity of our population management efforts, particularly as they relate to our patient portal. The member would become an internal expert on the portal and support VFC staff in leveraging the portal to improve the health of our patients.

o   Key tasks will include monitoring flow of messages, providing training to staff and volunteers, running reports on portal usage, reaching out to patients for recommended care via portal messages, telephone calls, and letters.

·         Desired Qualifications:

o   Strong computer skills and mastery of MS Office (Outlook, Excel, PowerPoint, Word)

o   Proven success working on projects as a team as well as independently

o   Excellent communications skills (verbal and written)

o   Spanish bilingual preferred