



**Job Title:** Quality Improvement (QI) Coach

**Accountable to:** Manager, Quality Improvement

**Salary:** Commensurate with education, skills and abilities

**Hours:** Based on a 37.5 hour week; 0.8 – 1.0 FHT positions

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### **Job Purpose**

The Quality Improvement (QI) Coach supports the QIIP mission to be the provincial leader in quality improvement methods for primary healthcare via an external, consultative coaching role. The QI Coach will enable primary healthcare teams to:

- Improve health care for people with chronic diseases;
- Improve delivery of preventive care;
- Improve access to care and office efficiency; and
- Increase the effective use of interdisciplinary teams.

### **Key Responsibilities**

Working in the external, consultative coaching role, the QI Coach will:

- Integrate and apply QI methodology in team-based primary healthcare to improve health outcomes;
- Communicate effectively with primary healthcare teams, QI colleagues and other stakeholders;
- Collaborate effectively with an interprofessional team of expert health and QI professionals;
- Recognize the relationship between primary healthcare and the complex systems of healthcare delivery;
- Allocate resources, set priorities and reflectively manage their own professional career and QI initiatives;
- Demonstrate lifelong commitment to reflective learning and professional development; and
- Embrace self-awareness, integrity and ethical professional practice.

## **Qualifications and Personal Attributes**

### **Education**

A degree in health science, health policy or administration, social science or other relevant field is required. A clinical background and experience working in primary healthcare, ambulatory or community healthcare setting is an asset. Professional experience participating in healthcare quality improvement initiatives is preferred.

### **Skills, abilities and qualities**

- Excellent verbal, written and electronic communication skills;
- Computer skills, data management and knowledge of clinical information systems;
- Ability to self-manage;
- Ethical approach to all interactions;
- Coaching/facilitation experience in team-based healthcare

### **Other**

- A valid driver's license and willing to travel is required. Some work outside of regular work hours will be required including overnight stays on occasion;
- Ability to work from a home-based office location
- Positions will be regionally based across Ontario.