

**Position Title:** Division Director  
**Office:** Quality Division, Office of Quality Improvement, Bureau of Primary Health Care  
**Supervisor's Title:** OQI Office Director  
**Duty Station:** Rockville, Maryland  
**Grade/Rank and Series:** GS-685-15 or Commissioned Corps equivalent  
**Bargaining Unit Status:** Non-Bargaining

#### *OVERVIEW*

The Quality Division oversees BPHC clinical and operational quality improvement initiatives. The Division Director exercises authority in directing quality improvement activities across BPHC programs, including the Health Center Program. These activities impact organizations that receive BPHC grants, Look-Alike designations, contracts, and/or cooperative agreements. The Division's primary area of responsibility relative to BPHC program management is program performance improvement. Decisions and actions have a direct and substantial effect on the Health Center Program and the organizations. The Division's work impacts HRSA's headquarters and/or regional operations/programs, several BPHC-wide programs/activities, and large segments of the Nation's population; and receives frequent Congressional and media attention.

#### *RESPONSIBILITIES*

- Provides leadership for developing and implementing BPHC's clinical quality and performance improvement strategies/initiatives, including Patient-Centered Medical Home (PCMH) Recognition and Ambulatory Health Care Accreditation, Quality Improvement activities, and related funding opportunities.
- Leads or supports the development of clinical and operational integration initiatives such as HIV, Behavioral Health, Oral Health, and Public Health and Primary Care.
- Provides high quality technical assistance to communities, community-based organizations, and BPHC programs on clinical quality, quality improvement, and integration for health centers, including those focused on special populations.
- Coordinates BPHC clinical quality and performance improvement activities within HRSA and HHS, and with other Federal agencies, State and local governments, and other public and private organizations.
- Leads and/or participates in OQI, BPHC, and HRSA workgroups to develop innovative, data-driven options for advancing the work/mission of the Bureau.
- Establishes and monitors key performance metrics to ensure that products, processes, and technical assistance activities are high quality, clearly communicated, and responsive to the needs of both internal and external stakeholders.
- Provides timely and appropriate responses to information requests from HRSA, HHS, OMB, and Congress.

#### *EXPECTED RESULTS*

- BPHC clinical quality and performance improvement strategies and initiatives support improvement across health centers, increasing the overall value and impact of the Health Center Program.
- Division products, processes, and technical assistance activities are high quality, clearly communicated, and responsive to the needs of both internal and external stakeholders.
- Subordinate staff and managers are prepared with the appropriate knowledge, skills, and abilities to accomplish Division results and support broader OQI functions and results, as needed.
- Division systems and processes support a responsive, innovative, agile, and team-based work environment that holds staff accountable for the results of their assigned work; foster collaboration within and across teams and other BPHC divisions; and provide support for ongoing staff professional growth and development.

*PREFERRED EXPERIENCE AND COMPETENCIES*

- Expertise and a minimum of 5 years of experience in the operation of public health or health-related programs
- Minimum of 2 years of experience successfully advising senior level officials
- Expertise in the development of State or national quality improvement initiatives, including needs assessment, quality improvement coaching or facilitation, and evaluation
- Expertise in quality improvement collaboratives, and the identification, dissemination, and implementation of best practices
- Formal training in clinical care delivery, healthcare administration, or quality improvement
- Proven ability to manage, organize, and prioritize multiple concurrent, complex projects efficiently and effectively
- Proven ability to collaborate across organizational units and levels to accomplish program goals
- Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions
- Excellent oral and written communications, presentation, and persuasion skills
- Ability to foster strong working relationships built on mutual trust and respect
- Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint, and SharePoint)