



**TOBAGO REGIONAL HEALTH AUTHORITY  
HUMAN RESOURCES DEPARTMENT  
JOB DESCRIPTION**

<b>Job Title</b>	<b>Quality Coordinator</b>
<b>Department</b>	<b>Quality</b>
<b>Reports to</b>	<b>Quality Manager</b>
<b>Head of Department</b>	<b>General Manager, Human Resources</b>
<b>Supervision Provided to</b>	<b>Customer Relations Officers and Customer Service Representatives</b>

**JOB SUMMARY**

The Quality Coordinator will facilitate the implementation and maintenance of the Quality Standards and Statutory compliance obligations within the TRHA. The incumbent is required to effectively coordinate the implementation of quality systems and activities to ensure all departments are working towards achieving quality and continuous improvement targets of the TRHA.

**PRIMARY DUTIES & RESPONSIBILITIES**

- Plans and implements actions to achieve quality targets identified in the TRHAs Business and Quality Plans.
- Assists the Quality Manager in facilitating Quality Standards and Statutory compliance training.
- Participates in quality audit and compliance assessment to determine readiness for accreditation.
- Collaborates with the clinical and non-clinical heads of department to ensure the maintenance of standards, protocols and procedures for effective service delivery.
- Contributes to the maintenance of policy and procedures which supports the strategic, quality and continuous improvement agenda of the TRHA.
- Ensures that the infection prevention and control policies and guidelines are implemented throughout the TRHA.
- Assists with investigation of incoming complaints and prepare reports as requested by the Quality Manager.
- Provides status reports to the Quality Manager as required.
- Convenes meetings with heads of department to address complaints and provide feedback to complainants.
- Meets with department heads to discuss findings of reports and determine appropriate action
- Maintains the complaints register and refers unresolved customer complaints to the Quality Manager for action.

- Advises the Customer Relations Officers and Customer Service Representatives on strategies for addressing user complaints.
- Works with Customer Relations Officer and Customer Service Representatives to implement and maintain the system of continuous monitoring of service delivery and to ensure compliance within the TRHA.
- Provides the office of the Quality Manager with client feedback data.
- Reviews daily quality improvement systems and Infection Control Surveillance reports and intervenes proactively on potential problems.
- Establishes systems for monitoring the quality of supplies used in the delivery of care.
- Performs other related duties as assigned.

### **QUALIFICATIONS & EXPERIENCE**

- B.Sc. or BBA in Management or related discipline.
- Certificate or Diploma in Occupational Health, Safety and Environment from a reputable establishment.
- Three (3) years of experience in the healthcare environment or a professional health qualification with five (5) years of experience in quality management.
- Knowledge of health legislation and RHA policies would be an asset.
- Experience in a health-related environment would be an asset.
- Any other relevant combination of qualifications and experience may be considered.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Working knowledge of Total Quality Management principles, tools and techniques.
- Knowledge of RHA Act, OSH Act, ISO and / or other quality framework.
- Quality Monitoring and audit skills.
- Quality and Performance improvement.
- Conflict management skills.
- Excellent communication skills, both oral and written.
- Ability to work autonomously.
- Time management skills.
- Ability to work with a multidisciplinary team.
- Analytical Skills.
- Leadership Skills.
- Proficient in the use of Microsoft Office Suite.