



TOBAGO REGIONAL HEALTH AUTHORITY
Job Title: Quality Auditor

☐ New

Position Number: _____

☐ Revised

Reports to: Manager Quality

☐ Department: **Quality**

Approved by: _____

Date: _____

JOB SUMMARY:

The Quality Auditor is responsible for leading and executing activities related to quality auditing, evaluation, and continuous improvement within the Tobago Regional Health Authority (TRHA). The role involves planning and implementing audit frameworks, collecting and analyzing healthcare quality data, and conducting reviews to assess compliance, performance, and readiness for accreditation. The incumbent also supports problem-solving, decision-making, and quality planning through structured research and root cause analyses. This position requires initiative, critical thinking, and the ability to work both independently and collaboratively to advance TRHA's quality goals.

RESPONSIBILITIES

General

- Plans, develops, and executes a structured quality auditing system across departments and facilities within the Authority.
- Organizes and executes research projects to support quality-related planning, policy development, and performance monitoring and evaluation related health care delivery.
- Plans, organizes, and conducts internal surveys to evaluate healthcare quality systems and service delivery outcomes.
- Establishes and facilitates a Quality Audit Team to support internal audit functions and accreditation readiness.
- Conducts routine and ad hoc quality audits, including spot checks, to assess adherence to standards, procedures, and quality improvement initiatives
- Conducts self-assessment surveys to evaluate the Authority's readiness for external audits and accreditation.
- Collects and analyzes baseline data to establish benchmarks and evaluate progress toward quality improvement targets.
- Sources and interprets information on health quality systems from both published and unpublished materials.

- Conducts root cause analyses and contributes to the development of corrective and preventive action plans.
- Prepares detailed analytical and evaluative reports to inform the development of regional quality improvement indicators and strategies.
- Evaluates and refines assessment instruments used for internal audits and performance reviews.
- Participates in the monitoring and evaluation of projects for the Quality Award Program.
- Collaborates with internal departments and external stakeholders to promote quality culture and compliance.
- Develops assessment instruments.
- Supervises staff and committees involved in quality systems research and auditing.
- Prepares and submits all audit reports.
- Adheres to protocols, guidelines, policies and procedures relevant to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, MoH/DHWSP, Registering Board/Association and the TRHA
- Performs related duties as assigned.

ACCOUNTABILITIES

- Non-disclosure of confidential information
- Providing an accurate report on Quality Audit Matters

AUTHORITIES

- Makes decisions within his/ her scope of work
- To handles issues or refer them to the appropriate Manager/ Supervisor as necessary

SPECIAL REQUIRMENTS

- Willing to work shift overtime, public holidays and weekends is mandatory

SUPERVISORY RESPONSIBILITY

Quality Auditor Assistant

REPORTING

Reports directly to the Manager Quality or any other duly authorized officer

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of health care management processes

- Knowledge of health professional legislation
- Knowledge of the quality auditing process
- Knowledge of research methodology.
- Ability to motivate others, plan and prioritize work.
- Ability to communicate effectively and develop networks.
- Statistical and analytical skills
- Managerial skills
- Training intervention skills
- Ability to conduct effective meetings with different disciplines
- Computer skills
- Ability to conduct research virtual and remotely.

CREDENTIALS AND EXPERIENCE

- Bachelor's Degree in Management Studies/Social Sciences/Quality Management/Health Administration from an accredited education institution
- Certification in Quality Management and Systems Auditing from an accredited education institution
- A minimum of five (5) years' experience in Quality Auditing
- Knowledge of Health Professional Legislation will be an asset
- Experience in the Health Sector will be an asset

APPROVALS:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____

CEO: _____

Date: _____

Employee Review:

I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities, and understand that the performance of other duties will be required from time to time in order to meet the Authority's needs. I have been given a copy of this description.

Incumbent's Signature: _____

Date: _____