



**TOBAGO REGIONAL HEALTH AUTHORITY**  
**Job Title: Quality Research Officer**

☐ New

Position Number: \_\_\_\_\_

☐ Revised

Reports to: Manager Quality

☐ Department: **Quality**

**Approved by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**JOB SUMMARY:**

The Quality Research Officer is responsible for designing, executing, and supporting research and analysis activities that contribute to the continuous improvement of quality healthcare across the Authority. The role involves gathering, evaluating, and interpreting data related to healthcare quality, safety, and performance to inform evidence-based decision-making. This position also plays a key role in supporting digital quality reporting, advancing equity in healthcare outcomes, and integrating patient feedback into quality improvement initiatives.

The officer is expected to exercise a high level of initiative, critical thinking, and independent judgment in conducting research projects that align with the TRHA's strategic goals for excellence in patient care.

**RESPONSIBILITIES**

- Design, organize, and execute research projects to support the development of quality improvement plans, policies, procedures, and monitoring frameworks.
- Plan and conduct surveys and other research activities focused on healthcare quality systems.
- Collect and analyze baseline data to establish benchmarks for quality performance.
- Source and review relevant information from published and unpublished materials on health quality systems.
- Conduct root cause analyses to support problem-solving and quality improvement initiatives.
- Analyzes disaggregated data to identify disparities in healthcare access, outcomes, and service quality.
- Prepare comprehensive analytical and evaluative reports to inform the development of regional quality improvement indicators and targets.
- Evaluates the effectiveness and relevance of quality standards, indicators, and award criteria.

- Assist in the development and refinement of assessment tools and instruments.
- Supervise staff or committees engaged in quality-related research activities.
- Collaborate with internal and external professionals involved in health quality research.
- Assists in the development and delivery of training programmes on research methodology, data literacy, and quality improvement practices for healthcare professionals.
- 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
- Perform other related duties as assigned by the Manager.

#### **ACCOUNTABILITIES**

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

#### **AUTHORITIES**

- Makes decisions within his/ her scope of work
- To handle 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**

- Data Entry Clerk

#### **REPORTING**

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

#### **KEY KNOWLEDGE, SKILLS AND ABILITIES**

- Makes consistency checks of data extracted and tabulated to maintain zero errors
- Applies valid methods to the design and collection of health information which is necessary for the delivery of services in the region
- Evaluates correctly the quantity and completeness of data supplied
- Maintains ninety-five percent (95%) accuracy in the collation and presentation of data

- Forty (40) contact hours for a minimum of twenty (20) health professionals in a twelve (12) month period
- The ability to organise and execute research projects.
- The ability to supervise persons engaged in the collection and compilation of raw data.
- The ability to evaluate and prepare objective reports.
- Other desirable traits include the ability to work and communicate effectively with staff at all levels, to be innovating and use initiative.

**CREDENTIALS AND EXPERIENCE**

- Bachelor of Science degree Sociology, Economics, Statistics, Public Health from an accredited educational institution or a diploma and five (5) years experience in a research environment
- Demonstrated ability to apply Total Quality Management (TQM) tools and techniques to carryout investigative research example statistical process control and root cause analysis.
- Any other related combination of training and experience will be considered

**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: \_\_\_\_\_