



# Example of Quality Consultant Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our innovative and growing company is looking for a quality consultant. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for quality consultant

- Assist the QM Director with training and mentoring by identifying and developing the skills of the QM and Underwriting staff
- Assist with preparation for NCQA and any additional accreditation audit activities
- Prepare Quality scorecards by integrating, analyzing and correlating data from various sources (Customer Satisfaction, KPIs, Interaction Analytics, Average Handle Time, Consultative Selling, ) to enable managers to spend their time 'actioning' rather than collecting & analyzing data
- Drive improvements to maximize value of data quality
- Coordinates the medical staff quality program (peer review, ongoing and focused professional practice evaluation, proctorship)
- Coordinates and facilitates action planning for identified medical staff quality issues
- Coordinates medical staff conduct process
- Manages medical staff quality data for clinical scorecards, reappointment reports, mortality review
- Act as a sparring partner at executive and managerial levels, translating business needs and opportunities into specific solutions that bring value to the customer
- Play a vital role in expanding the Industry Consulting group's expertise by keeping up with the latest developments in product- and process quality and reliability and by building a network of contacts and resources

- 
- BA/BS within a scientific discipline
  - Demonstrated accuracy and thoroughness to identify process improvements and foster quality in others
  - Work within deadlines being resourceful, demonstrating independence, and using self-management skills
  - Recent experience in the managed health care industry
  - Minimum of 2 years relevant Medicare and/or Medicaid experience
  - Residence in the geographic area of Oak Brook, IL preferred