

National Association for Healthcare Quality

ROLES & POSITION DESCRIPTION

Professional Development Director

The Professional Development Director shall be elected for a two (2) year term. As the elected representative to the Board of Directors, he/she will represent the customer service needs of the NAHQ membership.

1. Qualifications

- 1.1 A healthcare professional who is an active member of NAHQ and the respective affiliated state association where/if one exists.
- 1.2 A member with demonstrated leadership and mentoring skills and abilities relative to customer needs.
- 1.3 A member with previous experience as a member of a NAHQ team or HQCB Board.
- 1.4 A member with CPHQ certification or an FNAHQ.

2. Leadership Functions

- 2.1 Setting strategic direction based on clear values, expectations and clear performance goals.
- 2.2 Mentoring for professional development
- 2.3 Evaluating and improving leadership function including their own performance
- 2.4 Assess organizational performance in achieving strategic goals
- 2.5 Creating future opportunities for NAHQ as an association and for its members

3. Role Functions

The Professional Development Director shall attend the NAHQ Annual Educational Conference and Board of Director's meetings. He/she will orchestrate the development and institution of an ongoing process of evaluating customer needs (internal and external), develop/update marketing strategies and provide membership recognition of activities.

- 3.1 To represent the NAHQ member needs, the director shall:
 - 3.1.1 Understand and communicate the NAHQ Strategic Plan, Mission, Objectives, Bylaws, Policies and Procedures.
 - 3.1.2 Coordinate the activities of the member services teams to assure their compliance with organizational strategic goals and objectives.
 - 3.1.3 Serve as a resource person for the member service issues brought to the board.
 - 3.1.4 Collaborate with volunteers and staff to maximize public relations and marketing efforts.
 - 3.1.5 Collaborate with volunteers and staff in assessing member and non-member needs for member programs, products and services.

- 3.1.6 Enlist participation of NAHQ, Quality Volunteer and state leaders in activities, teams, and task teams. Oversee task teams as assigned.
- 3.1.7 Communicate with board members, team leaders, Quality Volunteers and NAHQ staff as needed to assure achievement of objectives as outlined in communication protocols.
- 3.1.8 Serve as staff liaison to teams such as Award Selection, NQF, PTAC and Quality Volunteers.
- 3.1.9 Identify opportunities for enhancing membership recruitment and retention. Evaluate efforts for increasing retention of membership.

3.2 Review program and recommend revisions as needed.

Time Commitment

2-year term
20 hours per month

Estimated number of meetings/conference calls

Participation at annual educational conference and additional NAHQ educational offerings as time permits.

Minimum 3 on-site meetings, including the annual educational conference; approximately 10 multiple calls of related teams as available; 3 Board of Directors conference calls (estimate a minimum of 1-3 hours per call).

Other follow up calls as necessary

Anticipated personal financial commitment

No personal money is required
Time commitment from employer