



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 25-028

POSITION: **Public Health Performance Improvement Manager** OPENING DATE: **04/28/2025**
NO. OF VACANCIES: **1** CLOSING DATE: **05/09/2025**
SALARY: **\$47,821.28 - \$52,723.84 P/A**
PAY LEVEL: **UNGRADED**
The salary given will be determined by the qualifications of the appointee.
LOCATION: Public Health Services, Population Health Services,
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK

The Project Manager/Public Health Performance Improvement Manager will be responsible for leading strategic and community planning, performance management, and quality improvement activities for the Commonwealth Healthcare Corporation (CHCC), Public Health Services. This includes supporting the Director of Public Health Services, and the Division leadership and management in the conduct all these activities referenced. The essential position will also lead efforts to achieve public health accreditation and provide technical assistance to ensure compliance with the Public Health Accreditation Board (PHAB) standards that encompass all 10 essential Public Health Services. The position will also be responsible for leading evaluation activities for the Public Health Infrastructure Grant (PHIG) awarded to the CHCC. The incumbent will report to the Director of the Public Health Services.

DUTIES:

- Coordinating strategic planning activities for the department, serving as lead for Public Health Services department strategic planning and point-of-contact for Public Health strategic and business planning.
- Managing the performance management program, including working with Public Health sections to develop measures, and oversees the administration of software that tracks, monitors, and reports on performance across all six Public Health sections.
- Leading the Quality Improvement program that includes a committee of champions, provides technical assistance to QI projects conducted by each Public Health section annually, sponsors events, and coordinates training.
- Serving as the Community Planning Lead for Public Health Services, including the development of the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP); additionally, overseeing technical assistance provided to regional community leadership teams in planning and performance management.
- Serving as the Accreditation Coordinator, working with Public Health leadership and management to ensure that the department achieves and maintains accreditation status, and that public health accreditation standards and deliverables continue to be met.
- Overseeing production of major reports, assessments, and plans, as required of accredited public health departments.
- Formulating policies and procedures that have impact on departmental programs and and/or operational activities and potential impact on external agencies or government departments.
- Serving as an advisor to other Population Health Services managers in solving management and operational problems.
- Delivering presentations and/or teaching sessions.
- Facilitating small group and larger group meetings.
- Performs special studies, projects and other related duties as assigned.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.

QUALIFICATION REQUIREMENTS:

Education: Graduation from an accredited US college or university with a Bachelor's degree in business management, public health or other related degree.

Experience: Four (4) years' experience working in the field of public health with at least two (2) years out of the five (5) years working on public health quality improvement activities, including development and implementation.

Other:

The ideal candidate selected will possess a professional history that demonstrates the following knowledge, experience, and leadership competencies:

- Experience with public health principles. Practices including the 10 Essential Public Health Services.
- Knowledge of the CHCC and Public Health Strategic Plans.
- Proficient in quality improvement, continuous improvement, or process improvement principles and practices.
- Experience in project management, supervision, administration or management principles and practices.
- Excellent writing skills and communication skills and ability to prepare executive level correspondence, reports, briefing materials, and presentations.

KNOWLEDGE/SKILL/ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Clerical – knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Active Listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking — talking to others to convey information effectively.
- Service Orientation — actively looking for ways to help people.
- Technology – experience or willingness to learn the use of electronic health record and Microsoft Office software.
- Attention to Detail — job requires being careful about detail and thorough in completing work tasks.
- Dependability — job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Concern for Others — job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Exempt**” or is NOT eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security ; *subject to funding availability through federal funds awarded to the CNMI CHCC Workforce Infrastructure Enhancement Project not to exceed 11/30/2027.*

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

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INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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***Note:** Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*