



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



HUMAN RESOURCES

Re-Announcement

EXAMINATION ANNOUNCEMENT NO. 22-056

POSITION: **PROGRAM MANAGEMENT ANALYST** OPENING DATE: **05/10/2022**

NO. OF VACANCIES: **1** CLOSING DATE: **CONTINUOUS**

SALARY: **\$41,308.80 PA**

PAY LEVEL: **07/01**

LOCATION: **Maternal, Infant, Child & Adolescent Health (MICAH) Programs, Population Health Services
Commonwealth Healthcare Corporation, Saipan**

NATURE OF WORK:

The Program Management Analyst will be responsible for coordinating key quality improvement activities and projects aimed at promoting systematic outcomes in conjunction, and specifically focused on quality planning, quality control, and quality assurance for the HOME Visiting Program.

The incumbent will collaborate with the various CHCC units/departments that contribute to the overall Maternal & Early Childhood system serving women, children, and families in the CNMI. The work will impact systems that inform performance measures and health outcome indicators for women and children that we monitor locally and as part of federal grant programs, such as breastfeeding, well-child visits, prenatal care, postpartum care, women's preventive visits and preventive screenings, etc. The Program Management Analyst will focus on performance management and/or quality improvement efforts that build and maintain the infrastructure and systems within CHCC MICAH Programs so that programs that serve women, infants, children, and families are able to execute operations consistently to achieve optimal services aimed at improving the health and overall well-being of these target populations.

DUTIES:

- Design, implement, and coordinate Quality Improvement projects focused on improving systematic change and outcomes.
- Design, implement, and coordinate a Quality Management System to encompass quality planning, quality control, quality assurance through quality improvement methodologies.
- Oversees, supports, and monitors the development and implementation of performance management (PM) system and Quality Improvement (QI) plan.
- Serve as Population Health QI Committee Chairperson responsible to lead and guide the committee, facilitate meetings, develop agendas, and coordinate all committee operations to accomplish QI goals and objectives.
- Serve as performance management lead responsible to prepare performance monitoring data, review, analyze, evaluate PM data; prepare summary dashboards/trends and status reports, and provide technical support to population health programs for PM data contribution and development of new performance measures.
- Designs and implements PM/QI processes, systems, communication strategies, and recognition activities.
- Designs or secures relevant PM and QI training for staff to ensure that CHCC-wide goals are met.
- Tracks progress of the PM status as well as projects aimed at addressing gaps in documentation.
- Ability to record, organize, analyze and present data with accuracy, thoroughness, and attention to detail
- Ability to interpret and apply Federal & State regulations, procedures, policies and into all aspects of the work.

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:

Must have a minimum of a bachelor's degree from an accredited university/college preferably a bachelor's degree in Public Health, Business, Public Administration or related field. Minimum of 5 years of related professional/work experience. Proficiency in PC operations and the use of email, internet browsers, spreadsheets, databases, and word processing software and other web-based collaboration tools.

KNOWLEDGE, SKILL & ABILITY:

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, 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.
- **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.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Quality Control Analysis** — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **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.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- Demonstrate excellent critical thinking and ability to work independently.
- Strong organizational and interpersonal skills, communicate effectively.
- Detail oriented, able to multi-task and remain flexible with assignments.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening (Covid-19 vaccine required) 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 “Covered”, or is 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, however facility hours are 24 hours / 7 day per week. The **Program Management Analyst** position will be required to work a fixed work schedule; incumbent can opt to have a Compressed Work Schedule enabling full-time employees to complete basic 80-hour bi-weekly work requirement in less than 10 days. This work schedule however

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.

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 *Maternal & Child Health Services*, not to exceed 09/30/2022 and the *Immunization Cooperative Agreement* not to exceed 06/30/23.

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.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1 Lower Navy Hill Road, Navy Hill, 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) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

Fax Line: (670) 233-8756

Rev. 07/27/22 src

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.*