

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Program Manager		C	4	3	Exempt
POSITION TITLE:	Risk Management & Quality Program Manager		POSITION#:	501121	
☒ New ☐ Revised (Check one)		Date:	03/03/2026		
SERVICE TYPE:			NON-REP MANAGEMENT		
Employee Name:		Department:	Health Management Services	Supervisor:	Health Services Operations Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

Directs the Health Services-wide Risk Management and Quality Improvement Program across divisions, programs, and service sites to reduce patient safety events, mitigate organizational risk, and improve clinical, operational, and service outcomes for Health Services patients, clients, and community members. This position provides Health Services-wide program direction for risk management, patient safety, grievance response, quality infrastructure, performance improvement, and regulatory readiness. The position establishes standards, policies, workflows, and accountability mechanisms that govern how Health Services programs identify risk, respond to safety events, implement corrective action, and improve quality performance. Supervises population health and patient/community engagement functions that directly support patient outcomes and access.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Risk Management, Patient Safety, and Incident Response Essential Duties: - Direct and administer the Health Services-wide Risk Management Program across programs and service sites, including the incident reporting system for safety events, near misses, and other risk events, and ensure timely triage, review, investigation, and resolution. - Establish and enforce standardized risk review, escalation, and corrective action processes across Health Services programs. - Lead investigations, root cause analyses, and development, implementation, and monitoring of corrective action plans and system-level risk mitigation strategies. - Require and monitor program compliance with risk mitigation actions and escalate unresolved risk issues to executive leadership as needed. - Direct patient safety rounding, safety training, and monitoring of high-risk processes. - Serve as Health Services' program lead and subject matter expert on patient safety, claims prevention, documentation standards, and system risk reduction, in coordination with Benton County Risk Management partners.	30%
2	MFA: Quality Improvement Program Leadership and Performance Management Essential Duties:	30%

	• Direct the Health Services-wide Quality Improvement Program, including quality framework, annual quality plan, improvement priorities, committee structure, and performance review processes. • Define and implement organization-wide improvement priorities with executive leadership, clinical leaders, program managers, and governing boards. • Establish standardized workflows, performance expectations, and accountability measures for quality improvement across divisions and sites. • Lead enterprise improvement cycles to improve clinical quality measures, preventive care, operational performance, patient experience, and required grant or regulatory metrics. • Ensure improvement work is measurable, documented, sustained, and integrated into routine operations across programs and service sites. • Provide regular performance reporting and strategic recommendations to leadership and governance bodies.	
3	MFA: Regulatory, Accreditation, and Risk-Related Compliance Support Essential Duties: • Partner with Compliance manager to ensure risk- and quality-related readiness activities for regulatory reviews, audits, site visits, and monitoring functions across Health Services programs. • Lead risk-related components of regulatory bodies, external audits/site visits, and other monitoring activities; maintain audit-ready documentation across program areas. • Develop, implement, and maintain risk management and quality policies, procedures, protocols, and standard work. • Monitor changes in federal, state, contractual, and practice standards and translate them into operational requirements for implementation across programs. • Direct tracking and trending of grievances, complaints, and patient feedback and ensure timely review, resolution, and incorporation into performance improvement efforts. • Partner with compliance leadership to align risk and quality systems with privacy, security, contractual, and regulatory requirements.	25%
4	MFA: Supervision, Capacity Building, and Cross-System Collaboration Essential Duties: • Supervise assigned staff, including Population Health Managers and the Patient & Community Engagement Coordinator; set priorities and evaluate performance. Includes prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policy and procedures, maintaining a healthy and safe work environment and making hiring, termination and disciplinary decisions. • Provide program direction to managers and leaders across Health Services related to quality improvement, patient safety, grievance response, and risk mitigation expectations. • Develop training, communication tools, and implementation supports to build organizational capacity in quality and risk management. • Build and maintain cross-system partnerships necessary to advance Health Services-wide quality and patient safety goals.	10%
	And other duties as assigned.	
	Percentages should total 100%	100%

Special Requirements:

- Supervisory experience required; experience leading cross-functional improvement work.
- Bachelor's degree required (nursing, public health, healthcare administration, quality, or related field).
- Demonstrated experience in healthcare risk management and quality improvement (FQHC/community health experience strongly preferred).
- Experience with electronic health records and incident reporting/quality reporting systems required.
- Knowledge of healthcare regulations and standards relevant to risk, patient safety, and quality improvement (e.g., HRSA expectations, HIPAA collaboration, etc.)
- Preferred certifications: CPHQ and/or CPHRM (or ability to obtain within a defined timeframe)
- Excellent change-management and communication skills (written, oral, and presentation skills)
- Must possess, or obtain within 30 days of hire, a valid Oregon driver's license.
- Must pass a criminal history background investigation.

Physical Requirements:

Sedentary work with frequent computer use. Occasional standing/walking; may occasionally lift and/or move up to 25 pounds. Work is typically in well-lit, clean environments with quiet-to-moderate noise levels. May occasionally work with angry or hostile clients or members of the public and may be exposed to infectious illnesses in clinical settings.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances.

Quality Improvement Participation:

Employees are expected to participate in improving Benton County Health Services' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____