



Position Posting – Risk, Quality, and Patient Safety Specialist

Affiliates Risk Management Services, Inc. (ARMS) is a New York-based nonprofit organization that assembles and administers a comprehensive insurance program of coverages for over six hundred reproductive health centers across the United States. Key to ARMS's mission is providing risk-mitigation programs, internet-based education and training, and risk and quality management services to help clients enhance patient safety, improve health outcomes, and minimize the risk of loss.

ARMS seeks to hire a full-time **Risk, Quality, and Patient Safety Specialist** to join its New York-based team. While a New York/tri-state area home base is preferred, telecommuter applicants will be considered. The position is currently hybrid for staff residing in the New York/tri-state area.

The RQPS Specialist will provide advice and guidance to ARMS's clients on risk and quality management strategies and will promote risk reduction through the development of an enterprise risk and quality management program. The RQPS Specialist supports work done by ARMS's Center for Affiliated Learning (CAL), an online educational platform, by providing content review for courses or serving as subject matter expert in the development of new courses and promotes other ARMS services and resources as applicable.

ESSENTIAL JOB FUNCTIONS:

1. Analyzes and evaluates existing risk and quality management programs at client affiliate reproductive healthcare centers. Maintains regular contact with affiliate clients to determine the need for technical assistance and consultation.
2. Provides training and orientation to new client affiliate RQPS and Senior Management staff regarding ARMS programs.
3. Assists in identifying and developing RQPS resources, tools, training materials, or alternative systems to improve quality of services offered to patients at client affiliates.
4. Provides timely response to client affiliates requiring professional RQM training.
5. Serves as the project manager for the RQPS team on relevant projects as directed.

6. Advises client affiliates on new information, project updates, trends, and policy announcements regarding risk and quality management issues through distribution lists and other various media as appropriate.
7. Under the supervision of the Director of RQPS, collaborates with various external partner organizations to strengthen the understanding and implementation of RQPS issues and principles.
8. Collaborates with external partner organizations regarding Risk, Quality and Patient Safety issues and ARMS program development. Attends, and participates, as needed, in appropriate meetings with third parties.
9. Works with the RQPS team and Communications department to coordinate and maintain the publications calendar, draft RQPS news briefs and other materials and coordinates the timely submission of RQPS team entries as needed.
10. Manages and updates the schedule for review of RQPS resources/manuals on ARMSConnect, a dedicated website for affiliate clients, and works with the RQPS team to update resources as needed. This includes the review of existing materials in the RQPS section of the website to determine if they are current, relevant, or in need of revision.
11. Provides ongoing support to affiliate clients on ARMS's TeamSTEPPS program. TeamSTEPPS, which stands for Team Strategies and Tools to Enhance Performance and Patient Safety, is a teamwork system designed for healthcare professionals to help them provide higher quality, safer patient care, and to create and sustain a culture of safety. This includes revising current TeamSTEPPS resources as well as the consideration of relevant added resources.
12. Facilitates RQM Quarterly Community Calls, in collaboration with the ARMS RQPS staff.
13. Contributes to the development of Tableau Dashboards.
14. Serves as a resource to the CAL team, as subject matter expert or content reviewer.
15. Contributes to the strategic planning goals of RQPS projects as assigned.
16. Completes additional duties as required.

POSITION REQUIREMENTS:

Education: Advanced Practice Clinician (with specialty in Women's Health or OB/GYN), RN, or unlicensed BA or BS prepared with experience in risk and quality management in a health care setting.

Experience: At least five years of professional experience in a clinical and or insurance/risk management environment required. Reproductive healthcare experience preferred.

Related Skills or Knowledge: Comprehensive knowledge of risk and quality management and patient safety programs and initiatives. Strong organizational, project management, written and oral communication, problem resolution/negotiation, and people skills required. Excellent customer service skills. Ability to maintain situational awareness while paying meticulous attention to detail. Initiative-taking with the ability and willingness to compromise and be flexible. Knowledge of reproductive healthcare service delivery is desirable. Tolerance of and sensitivity to diversity.

Other Requirement: Ability to travel up to 30% of the time.

SALARY:

The Risk, Quality, and Patient Safety Specialist position salary range is \$90,000 and \$100,000.

BENEFITS:

ARMS offers a full range of employee and family-friendly benefits including medical, dental, vision, short term- and long term-disability insurance, life insurance, 401K program with employer contribution plus employer match, paid parental leave, and generous paid time off including vacation, sick, holidays, and personal days.

APPLICATION:

To apply for this position, please submit your resume and cover letter explaining your interest in this role to jobs@armsinc.org.

Affiliates Risk Management Services, Inc. is an equal employment opportunity employer and is committed to maintaining a non-discriminatory work environment. Affiliates Risk Management Services, Inc. does not discriminate against any employee or applicant for employment on the basis of race, color, religion, creed, sex, pregnancy, reproductive health decision making, childbirth and related medical conditions, gender, gender identity/expression, transgender status, familial status, caregiver status, national origin, ancestry, age, physical or mental disability, genetic information or carrier status, status as a victim of domestic violence, sexual assault or stalking, sexual orientation, marital or partnership status, protected military status, veteran status, citizenship status, unemployment status, or any other basis protected by applicable law.

Affiliates Risk Management Services, Inc. is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation.