**Title:** Manager, Quality Assurance  

**Pay Scale Group:** 16

**Essential Function**

Under general supervision from a designated administrator, manage the donor service departmental Quality Assurance Program to ensure compliance with state, local, federal and Hoxworth standard operating procedures.

**Characteristic Duties**

- Manage the donor service departmental Quality Assurance Program to ensure compliance with state, local, federal and Hoxworth standard operating procedures (SOP), and bargaining unit agreements.
- Oversee the development and maintenance of donor management tables for Safe Trace™ computer software.
- Develop and propose SOP revisions based on regulation changes to ensure compliance.
- Review facilities and mobile location quality control documents; record daily activity and prepare monthly and annual reports; perform error analysis and make recommendations.
- Provide progress reports for senior management and keep staff updated.
- Assess blood collection facilities to ensure compliance.
- Provide input on budget development; evaluate and approve new supplies and equipment.
- Monitor operations to ensure a high quality of customer service; resolve problems.
- Coordinate computer needs of the department with Hoxworth Computer Operations.
- Represent the blood center in a positive manner and act as liaison to other departments within Hoxworth.
- Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).
- Perform related duties based on departmental need.

**Minimum Qualifications**

- Bachelor’s degree with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- Diploma nurse with four (4) to five (5) years experience; -OR- seven (7) years experience. Degree must be in healthcare or a related field. Experience must include at least three (3) years in healthcare and one (1) year of supervision.

*Last updated: August 2004*