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## Contact Us

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*Benton-Franklin Health District is an  
Equal Opportunity Employer*

## BFHD Values

### Excellence:

We deliver the highest quality services incorporating community assessment data and evidence based practices to produce the best possible health outcomes.

### Diversity:

We feel a stronger community is based on engaging all cultures, attitudes, and beliefs.

### Communication and Collaboration:

We share information and talents to best serve our community.

### Integrity and Accountability:

We make informed decisions to earn the trust of those we serve and strive to do what's right.

**Effectiveness:** We maximize resources to provide proactive and relevant services that improve our community's health.

## Drug-Free Workplace

*Benton-Franklin Health District is a  
drug-free, tobacco-free workplace.*

**Mission:** BFHD provides all people in our community the opportunity to live full productive lives by promoting healthy lifestyles, preventing disease, reducing injury and protecting our environment.



## Performance Manager

**Hours:** Full-time, 40 hours per week  
**Salary:** \$5507.00  
**Closing Date:** Until Filled

## The Position

**DEFINITION:** Under the direction of the Administrator, this position has overall programmatic responsibility for Performance Management for the District. Lead the efforts of maintaining PHAB accreditation, organizational effectiveness, quality improvement and performance measurement. Perform complex research, analysis, recommendations and development of quality assurance, business intelligence and process improvements in support of public health services and programs. The work of this position is accomplished through a variety of methodologies including, but not limited to logic models and quality improvement (QI) processes such as Plan-Do-Study-Act, Lean, Six Sigma, Root Cause Analysis, performance measurement and group facilitation.

### ESSENTIAL JOB FUNCTIONS:

- Performs tasks related to overseeing Preventive Health, Environmental Health or Laboratory programs as directed by the Administrator and Health Officer.
- Provide leadership relating to performance management including planning, organizing and integrating performance management operations for the Health District.
- Develop, implement, monitor, and report on methods and processes to evaluate program outcomes and performance objectives; ensure compliance with regulations, contractual requirements and public health standards. Oversee the implementation and on-going operation of a comprehensive and integrated, performance management program to include (at a minimum):

1. Identification of performance metrics;
  2. Measurement and reporting of the effectiveness of public health programs and services; and
  3. The establishment of a standardized evaluation format to be used across all public health programs
- Provide cross-departmental support to communicate, collect and analyze data; maintain records, prepare reports; and ensure program decisions result in effective outcomes.
  - Generate, collect and review data from multiple sources to measure and track the performance and effectiveness of all Health District programs to meet the District's strategic goals and objectives.
  - Work with District management and others as appropriate to assess performance evaluation needs for each program.
  - Prepare and present recommendations for program or policy improvements based on evaluation results.
  - Facilitate the District's QI program including creating, implementing and maintaining the QI plan, training on QI principles and practices and facilitating internal quality improvement initiatives utilizing various QI tools, quality assurance strategies, and public health accreditation standards and measures. Present QI Plan updates to staff and the Board of Health.
  - Provide technical assistance, training and support to managers in implementing program-specific performance evaluation and quality improvement activities.
  - Provide oversight for achieving and maintaining public health accreditation efforts for the Health District.
  - Provide oversight, write grants and/or create requests for funding opportunities for agency and/or special projects

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of principles and practices related to research, performance evaluation and quality improvement. Thorough understanding of the principles of data collection, management and analysis. Familiarity with the applications of corrective action and performance improvement, to include: causal analysis, trending, lessons learned, performance indicators and associated database management. Knowledge of methodologies including, but not limited to logic models and quality improvement (QI) processes such as Plan-Do-Study-Act. Demonstrated ability to lead staff within the Performance Management area. Strong verbal and written skills to enable effective presentations and public speaking skills.

## The Requirements & Selection Process

**MINIMUM QUALIFICATIONS:** Bachelor's Degree in Business Management, Administration, Organizational Development or very closely related field. Five years of related experience preferably in a health organization, and preferably in a mid to large sized professional health agency, with experience in identifying and developing strategic initiatives leading to improved quality or operational efficiency of an organization. Two years experience in a management level position, including responsibility for managing personnel, financial resources and development and oversight of project resources.

**SELECTION PROCESS:** The most qualified applicants, based in part upon evaluation of the completed application and related information will be invited for an interview. Applications should be submitted to the Human Resources Manager, Lisa Wight, 7102 W. Okanogan Place, Kennewick, WA 99336.

### Goal 1:

Excel at internal communication, external communication, and customer service

### Goal 2:

Advance the agency's ability to reduce & prevent chronic diseases and injury across the life-course

### Goal 3:

Expand partnerships with businesses, community organizations, and government agencies.

### Goal 4:

Enhance Technology and Infrastructure.

### Goal 5:

Manage our resources with fiscal responsibility and efficiency through a transparent, comprehensive process.

### Goal 6:

Strengthen the resilience and culture of our workforce.