



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION - PRESIDENT

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for the activities of NCAHQ and be the chairperson of NCAHQ meetings: business meetings and BOD meetings.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Previous NCAHQ BOD experience
4. Ability to provide leadership with regards to strategic planning and organizational performance.
5. NAHQ member

Duties include:

1. Serve as Chair of BOD; preside at all Board meetings
2. Represent NCAHQ as a delegate to the Leadership Council in NAHQ activities (conference calls, surveys, Annual Education Conference, etc)
3. Communicate with NCAHQ BOD in a timely manner
4. Assess and monitor the budget
5. Participate in creation of member updates as needed
6. Participate in planning of conferences as needed
7. Other duties as delegated by the Board of Directors for the operation of NCAHQ

Upon assuming office, ensure the following actions are performed:

- Forward the names of the President and President-elect to the National Association for Healthcare Quality.
- Ensure that an audit of the NCAHQ financial documents is conducted after close of previous year's books. Review Financial Guidance located with this job description. If Sales by NCAHQ totaled more than \$1,000 during the preceding calendar year or if overall receipts totaled more than \$25,000, ensure that the appropriate tax returns are filed.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION - PRESIDENT-ELECT

OBJECTIVES:

- To support the vision, mission, goals and objectives of NCAHQ.
- To be knowledgeable of the NCAHQ By-Laws.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Previous NCAHQ BOD experience

Duties include:

1. In the absence or disability of the President perform the duties and exercise the powers of that office.
2. Keep members informed as to how to become Certified Professional in Healthcare Quality (CPHQ) at conferences. Keep Membership aware of process, and direct them to the CPHQ web page: www.cphq.org for more information and registration. Work with Website Manager to provide member link from NCAHQ website to CPHQ page. Also use NCAHQ web page to communicate to members any CPHQ exam educational opportunities.
3. Learn the role of the President by active participation in all events sponsored by NCAHQ and NAHQ.
4. Present President with gift of appreciation for completion of term.
5. Assist Nominating/By- Laws Chair with preparing the next year's slate of officers.
6. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.
7. Assist Board Representative: Website Manager in keeping the Website updated with all information re: educational conference, general info, membership, etc. Contact other Board members to engage.
8. Assist Nominating/By-Laws Chair with annual review of NCAHQ By-Laws



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION - IMMEDIATE PAST-PRESIDENT

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall provide support for the activities of NCAHQ and provide support to the NCAHQ President.

Qualifications:

1. Active NCAHQ member.
2. Ability to commit amount of time necessary to perform duties. (1-3 hours/week).
3. Past President of NCAHQ.

Duties include:

1. Participate in creation of member updates as needed.
2. Participate in planning of conferences as needed.
3. Obtain Quality Week Proclamation from the North Carolina Governor's Office.
4. Act as a mentor to the current President.
5. Remain active in the organization by attending Board Meetings and Educational Meetings.
6. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION - SECRETARY

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for the official records of activities of all NCAHQ meetings: business meetings and BOD meetings.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-3 hours/week)
3. Ability to accurately recount verbal discussions in writing and translate into action plan(s)

Duties include:

1. Take minutes at meetings, both board and business.
2. Maintain a record of all minutes for the organization for 5 years.
3. Email minutes to board for review within 10 days of meeting.
4. Maintain a record of any NCAHQ prize winners and send out the appropriate correspondence
5. Assist with correspondence related to NCAHQ business as needed.
6. Participate in creation of member updates as needed.
7. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – WEBSITE MANAGER

OBJECTIVES:

- **To provide a website that supports the vision, mission, goals, and objectives of the North Carolina Association of Healthcare Quality, within the boundaries of the organization by-laws.**
- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be the primary contact with the contracted web master for all information to be shared via the website.

The information to be included on the internet will include, but not be limited to conference information, survey needs, online payment system and general NCAHQ, NAHQ and other information deemed necessary by the Board of Directors and/or membership.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Knowledgeable user of the internet and email
4. Creative thinking abilities

Duties include:

1. Negotiate the website contract as necessary, in coordination with guidance from the Board of Directors (BOD) and in accordance with budget allowance.
2. Ensure bills are forwarded to treasurer for prompt payment.
3. Maintain frequent contact with the web master to ensure open lines of communication.
4. Monitor the NCAHQ website to ensure user-friendly capabilities and functioning of links.
5. Communicate with web master any changes, updates, etc on a monthly basis or as agreed upon with webmaster.
6. In coordination with BOD guidance, request design changes and updates, including forms creation, new pages, changes to on-line payment vendors, etc.
7. Manage members-only and BOD- only pages.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

- a. Maintain files, organize and reorganize to meet changing needs.
 - b. Communicate access issues to web master.
 - c. Learn how to manage membership files on the web for access, membership, assist Membership Secretary with reports available from files.
8. Primary contact and coordinator for the online payment system
- a. Ensure the Treasurer is included in on-line payment communication systems to ensure appropriate allocation of payments.
 - b. Ensure Membership Secretary is included in on-line payment communication systems to ensure appropriate communication with new members, conference registrants, etc.
 - c. Conduct surveys of general membership using an internet survey tool
9. Design web updates and electronic mailings as needed with input from other members of BOD or committee members
10. Compose “flash” messages to members
11. Ability to coordinate varied information into meaningful presentations
12. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION- WEBSITE MANAGER ELECT

OBJECTIVES:

- **To provide electronic communication to members on a regular basis.**
- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for learning the role of the Website Manager. This will include but not be limited to assisting Website manager in oversight of the NCAHQ website in its design, friendly capabilities and functioning links to make this an excellent vehicle for member resources and information.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5/week)
3. Creative thinking abilities

Duties include:

1. Learn and assist with the oversight, design, and functionality of the NCAHQ website.
Specific leadership responsibilities, which may include:
 - a. Design web updates and electronic mailings as needed with input from other members of BOD or committee members
 - b. Compose “flash” messages to members
 - c. Ability to coordinate varied information into meaningful presentations
2. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – CONFERENCE PLANNING TEAM LEADER

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for overseeing the planning of and ensuring the success of NCAHQ's annual conference(s).

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Ability to coordinate/delegate several required conference planning activities.

Duties include:

1. Specific leadership responsibilities, which may be delegated to the team, include:
 - a. Work with Conference Planner Elect and Team in planning educational opportunities
 - b. Communicate and coordinate educational activities with the Board including:
 - Planning, implementation and evaluation of educational offerings
 - Budget needs/status
 - Assessment of educational needs of NCAHQ membership
 - c. Ensure authorization for CEUs through HQCB.
2. Oversee activities of the following: Hospitality planning, Vendor planning, designing website brochure with schedule and registration form
3. Communicate and coordinate with speakers: Confirmation and Reimbursements Agreement forms.
4. Communicate and coordinate with speakers: dates their presentations are needed for posting on the web.
5. Communicate and coordinate with Website Manger in making presentations available to Conference attendees, as well as the conference schedule and registration forms
6. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – CONFERENCE PLANNER ELECT

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for learning the planning, coordination and the means of ensuring the success of NCAHQ's annual conference(s).

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Ability to coordinate/delegate several required conference planning activities.

Duties include:

1. Learn and assist with the planning of NCAHQ educational opportunities. Specific leadership responsibilities, which may be delegated to the team, include:
 - a. Participating in team meetings at least three (3) times a year.
 - b. Communicate and coordinate educational activities with the Board including:
 - Planning, implementation and evaluation of educational offerings
 - Budget needs/status
 - Assessment of educational needs of NCAHQ membership
 - c. Ensure authorization for CEUs through HQCB.
2. Learn how the following activities occur and participate in the coordination and development these activities: hospitality planning, vendor planning, brochure development, and conference attendee materials development.
3. In the absence or disability of the Conference Planning Team Leader perform the duties and exercise the powers of that office.
4. Learn the role of the Conference Planning Team Leader by active participation in all events sponsored by NCAHQ and NAHQ.
5. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – NOMINATING/BY-LAWS CHAIR

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for the maintenance of NCAHQ Rules and Regulations, By-Laws and oversee the NCAHQ nomination/election process.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-3 hours/week)
3. Ability to create or edit forms as directed by BOD.

Duties include:

1. Nominating: Coordinate activities related to nomination and election of officers including announcement of openings, creating ballots, and soliciting nominees.
2. Nominating: Assist with installation of officers by the President or Board of Directors for the operation of NCAHQ.
3. By-Laws: Review NCAHQ By-Laws and submit recommended changes to the board of Directors.
4. By-Laws: Present any Board decreed By-Law changes to the membership for vote.
5. By-Laws: Work with Web Site Manager to keep the bylaws on the web site current.
6. Rules: Keep the rules current and update as the Board voting directs.
7. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.

Specific **Nominating** Responsibilities include:

- Convey offices available for election to the President-Elect in February
- Solicit nominees for available offices from general membership and Nominating Committee
- Report to the Board the list of candidates for each office.
- Coordinate with the Website Manger and Membership Secretary the nominee form, ballots, etc. to be sent to all members



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

Members of the NCAHQ Board are elected in accordance with the following schedule:

Office

Term

President Elect

1-Year Term

This person will roll into presidency for a 1-year term. Total of 2 yrs

2 years of previous board experience required, making Board term 4+ yrs.

Recording Secretary

2-Year Term

Membership Secretary

2-Year Term

Treasurer

2-Year Term

Conference Planning Team Leader

1-Year Term

Conference Planner Elect

1-Year Term

This person will roll into Conference Planning Team Leader for a 1-year term. Total of 2 yrs

Website Manager

1 Year Term

Website Manager Elect

1-Year Term

This person will roll into Website Manager for a 1-year term. Total of 2 yrs

By-Laws/ Nominating Chair

2-Year Term

Association Excellence

2-Year Term

Guidelines for Ballots

- If the Chairman is also a candidate, an alternate member of the Nominating Committee will be designated to accept the ballots.
- The Chairman of the Nominating Committee and at least 1 (one) Member of the Committee will be responsible for tabulating the ballots. If distance does not permit a Member of the Nominating Committee to assist the Chairman, a colleague from the Chairman's facility or service will assist with counting Ballots.
- The President and President-Elect will be notified of the results of the election.
- All members who ran for an office will be notified by mail or email or phone call of the results of the election by the Nominating Team Chairman.
- All files from the election will be transferred to the incoming Nominating Committee Chairman prior to the first Board Meeting of the next calendar year. If the Nominating Committee Chairman is unknown, the files will be transferred to the President.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION - MEMBERSHIP SECRETARY

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall be responsible for maintaining an accurate NCAHQ membership list.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours / week)
3. Knowledgeable user of the internet and email

Duties include:

1. Maintains a current membership list and provides updates to Web Site Manager quarterly or as indicated by changes in membership.
2. Responds to website change of address, requests for information etc in a timely manner.
3. Actively recruits new members, coordinates sending information and membership application to prospective members.
4. Keeps membership information on the website up to date.
5. Able to discern members of NCAHQ who are also members of NAHQ, a CPHQ, and county of residence.
6. Coordinates emails to membership through website team as directed by BOD.
7. Recognizes new members at Educational Meetings.
8. Facilitates membership list maintenance by processing registrations for the Educational Conferences.
9. Creates nametags and coordinates appropriate ribbons.
10. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – TREASURER

OBJECTIVES:

- To support the vision, mission, goals and objectives of NCAHQ.
- To be knowledgeable of the NCAHQ By-Laws.

This person shall be responsible for lawfully maintaining accurate NCAHQ banking accounts.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours / week)
3. Proficient user of Quicken or like product
4. Knowledgeable of professional budgeting practices

Duties include:

1. Receive, deposit, or disburse funds under the direction of the Board of Directors.
2. Deposit all monies received within 10 business days of receipt.
3. Keep full and accurate accounts of the finances, expenses and receipts.
4. Report receipts, expenses, and assets to the Board of Directors and the General Membership at each business meeting.
5. Prepare an annual report of assets and liabilities at the end of the fiscal year.
6. Maintain annual Treasurer Reports on file for 10 (ten) years.
7. Meet annually in January with Certified Public Accountant to review Treasurer's records.
8. File Internal Revenue Form 990 if gross receipts exceed \$25,000 annually by April 15.
9. File Internal Revenue Form CD-404 if business income (sales/vendors) exceeds \$1000 annually by the 15th day of the fifth month following year end.
10. Develop an annual income estimate and budget proposal. Present the proposal to the Board of Directors for recommendation.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

11. Receive and deposit membership dues and conference fees and forward membership application forms and conference registration forms to the membership secretary.
12. Balance the checking and savings accounts on a regular basis.
13. Maintain current signature cards at the banking institution of choice. Notify the corporate attorney of any change in banking institutions.
14. Maintain a checking card and/or credit card in the name of the President and Treasurer.
15. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.



North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated
to Delivering the Best of Care.

JOB DESCRIPTION – ASSOCIATION EXCELLENCE COORDINATOR

OBJECTIVES:

- **To support the vision, mission, goals and objectives of NCAHQ.**
- **To be knowledgeable of the NCAHQ By-Laws.**

This person shall coordinate the marketing of NCAHQ. This will include but not be limited to designing/creating the NCAHQ application for the NAHQ Association for Excellence Award.

Qualifications:

1. Active NCAHQ member
2. Ability to commit amount of time necessary to perform duties. (1-5 hours/week)
3. Knowledgeable user of the internet and email
4. Creative thinking abilities
5. Ability to coordinate varied information into meaningful presentation.

Duties include:

1. Be knowledgeable of the NAHQ application requirements.
2. Coordinate activities involved in applying for the NAHQ Association for Excellence Award.
3. Keep NAHQ informed of NCAHQ conference information: dates, topics, and locations.
4. Keep accurate records of necessary components of the award process
 - Engage others as necessary to fulfill application requirements
 - Compile and create the application requirements
5. Other duties as delegated by the President or Board of Directors for the operation of NCAHQ.