



Hiring an Accreditation Coordinator

Description:

This tool provides roles and responsibilities for an Accreditation Coordinator.

How it can be used:

Adding accreditation to the mix of activities your health organization is already involved with can seem overwhelming. Because of this, most organizations identify or hire someone to be the accreditation coordinator on a part-time or full-time basis. This tool provides an overview of the role of an accreditation coordinator and can help you develop a job description or performance measurement tool for the position.

Role of Accreditation Coordinator

Accreditation Coordinators in health organizations play a very important role in the accreditation process. They are responsible for guiding the accreditation activities and bringing the organization forward through a variety of change processes toward a new way of operating. Essentially, the accreditation coordinator bridges the past and the future in the organization's journey toward quality improvement.

Accreditation Coordinators work closely with the health organization's staff, the accrediting body, health leadership, the community and other partners. Accreditation Coordinators are responsible for providing information about accreditation to a variety of people (staff, leadership, partners, community etc.), coordinating meetings and workshops, and ensuring that all timeline requirements are met.

They are also responsible for building awareness of accreditation and promoting quality improvement activities across the organization and within the community.

Key Responsibilities

- Oversee and lead the accreditation process within the organization;
- Be the liaison between the health organization staff and the accrediting body, the Health Canada (FNIHB regional) representative, community partners and leadership;
- Lead and support the different accreditation teams, according to the recommended structure of the accreditation body;
- Ensure access to the accrediting body standards, tools and resources for all teams;
- Coordinate the self-assessment process for all standards and teams;
- Establish a positive working relationship with the representative of the accrediting body assigned to your organization;
- Distribute any surveys or questionnaires required through the accreditation process;
- Coordinate logistics and requirements for any on-site surveys, visits and debriefing sessions;
- Access and stay current with all accreditation resources provided by the accrediting body;
- Provide training and support sessions for organizational teams completing the standards;
- Set up a system to receive and organize information submitted by teams;
- Be a visible champion of quality improvement throughout the organization and community;
- Attend relevant accreditation network meetings and training sessions;
- Build networking relationships with Accreditation Coordinators across the country.



Knowledge, Skills and Experience

Accreditation Coordinators have:

- Experience in working with projects
- Awareness of quality improvement and accreditation
- Awareness of change management concepts, tools and approaches
- Experience managing people and working with teams
- Ability to motivate people
- Strong inter-personal skills including working with people across all levels in an organization
- Strong problem-solving skills
- Ability to work with timelines
- Demonstrated time-management skills
- Ability to work under pressure
- Strong writing and oral communication skills
- Ability to work online including navigating through the Internet
- Strong abilities to work with computers
- Ability to present in front of people
- Ability to manage a small budget