JOB DESCRIPTION

Position Title: DEAP Coordinator

Department: Science and Practice       FLSA Status: Full Time, Non-Exempt

Reports to:  Director of Diabetes Education & Prevention Programs

Supervises: N/A       Last Reviewed: February 2021

BASIC FUNCTION

The Diabetes Education Accreditation Program (DEAP) is a national accrediting organization for the Centers for Medicare & Medicaid Services (CMS) that oversees the initial and ongoing accreditation for diabetes self-management education and support (DSMES) programs. The DEAP Coordinator provides customer service and coordination for the Diabetes Education Accreditation Program and supports the Director of Diabetes Education and Prevention programs. Duties include completing initial reviews, scheduling interviews, audits and activities, processing annual reviews and changes of status. Additional responsibilities include tracking application trends and metrics, compiling reports, maintaining DEAP websites, creating documents and departmental and program correspondence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Processes and completes reviews of all incoming program applications, annual reviews and change of status reports in Diabetes Education Accreditation Program (DEAP) database.
- Maintains and builds relationships with customers for the DEAP program.
- Manage and support the DEAP accreditation database and software upgrades.
- Provides technical assistance for all new and current accredited programs as well as programs applying for accreditation. Responds to program email inbox and inquiries.
- Responds to DEAP Quality Coordinator inquires via phone and email and notifies Director when issues arise, and takes corrective action as needed. Resolves and/or escalates issues in a timely manner.
- Organizes and facilitates program-related audits, including the creation of agendas, preparation of materials, securing auditors and setting date meeting CMS guidelines.
- Maintains current knowledge of ADCES Interpretive Guidance for the National Standards for DSMES and HIPAA/HITECH.
- Responsible for tracking monthly program metrics and building monthly report for submission to Medicare.
- Prepares monthly newsletter, satisfactions surveys and additional outreach to programs. Assists with marketing of DEAP.
- Assists with planning, implementing, communicating, and presenting DEAP webinars and other venues as needed.
KNOWLEDGE, SKILLS & ABILITIES:

- Excellent customer service skills required.
- Must have a positive attitude, attention to detail and be able to prioritize, and manage multiple projects and tasks simultaneously.
- Computer proficiency required including knowledge and comfort with standard software including Excel. Ability to troubleshoot technical issues.
- Must possess communication skills, written, verbal and interpersonal.
- Ability to communicate effectively with clients and team members in a supportive and professional manner.
- Ability to work as a team player willing to support other members of the Diabetes Education and Prevention team as well as other departments across ADCES as needed.

EXPERIENCE/EDUCATION:

- Minimum of 2-3 years of administrative experience in a professional environment required. Experience working in non-profit organization or association preferred.
- First-hand knowledge of membership associations is a plus.
- Experience with accreditation, certification or audits is a plus.
- Undergraduate degree and/or relevant college course work desired.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Occasional day and overnight travel by air and/or automobile may be a possibility.

WORKING CONDITIONS

Majority of work performed in a general office environment.