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: July 2022

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, scheduling audits and activities, processing all annual reviews, change of status, and audit reports. Additional responsibilities include tracking application trends and metrics, compiling reports, maintaining DEAP websites, creating documents and departmental and program correspondence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage and support the Diabetes Education Accreditation Program (DEAP), accreditation database and potential software upgrades.
- Responds to DEAP Quality Coordinator inquiries 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 coordinating schedules within CMS guidelines.
- Maintains and builds relationships with customers for the DEAP program.
- Provides technical assistance for all new and current accredited programs as well as programs applying for accreditation.
- Responds to DEAP inbox emails in a timely manner.
• Maintains current knowledge of program development, software development, client needs, budgetary parameters, and Federal requirements (HIPAA/HITECH).
• Processes and completes reviews of all incoming program applications, annual reviews and change of status reports.
• Processes approved programs by generating welcome letter and certificate for each site and program.
• Maintains DEAP’s Master program log and annual review log (adds, changes and removes programs as needed).
• Responsible for tracking monthly program metrics and building monthly report for submission to Medicare.
• Assists in Marketing of the DEAP Program and reviews submissions by Marketing for publication.
• Prepares monthly newsletter, satisfactions surveys and additional outreach to programs.
• Assists with planning, implementing, communicating, and facilitating DEAP webinars and other interactive venues as needed.

**KNOWLEDGE, SKILLS & ABILITIES:**

• Excellent customer service skills required. Must possess qualities and demeanor that support a service-oriented role.
• Must be very attentive to detail, with ability to prioritize and manage multiple projects and tasks simultaneously.
• Computer proficiency required including knowledge and comfort with standard software including all Microsoft applications including Excel. Ability to troubleshoot technical issues.
• Must possess excellent communication skills, including 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 and 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.
• Previous 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.