JOB DESCRIPTION

Position Title: Director of Diabetes Education Accreditation Program (DEAP)

Department: Science and Practice  FLSA Status: Exempt
Reports to: Chief Operating Officer  Last Reviewed: July 2023
Supervises: DEAP Coordinator

BASIC FUNCTION

Directs all aspects of ADCES’s Diabetes Education Accreditation Program (DEAP). This includes maintaining ADCES’s National Accredited Organization (NAO) status at the highest level of quality and being in good standing with the Centers for Medicare & Medicaid Services (CMS). Responsible for planning, implementing, monitoring, and evaluating DEAP processes and procedures. Oversees marketing and expansion of DEAP services. Oversees and manages administrative staff supporting DEAP and Prevention Programs at ADCES while ensuring that excellent customer service is provided to all DEAP program staff, members, and customers. Directs implementation, evaluation, and expansion of ADCES’s National Diabetes Prevention Program and is responsible for working toward long-term sustainability of programs. Supports ADCES’s strategic plan through collaboration with all departments at ADCES. Presents at National and State programs as the Subject Matter Expert on ADCES’s DEAP accreditation process. Builds and maintains collaborative partnerships with stakeholders and partner organizations. Serves as a content expert for ADCES staff and members in all aspects of diabetes care, education, practice, and reimbursement.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees application review process and staff development to proactively address program needs to meet and maintain accreditation requirements.
- Ensures and facilitates organizational adherence to CMS accreditation requirements to maintain Association’s National Accrediting Organization (NAO) status, including monthly and annual reporting.
- Develops, implements, updates, and oversees all policies, procedures, and resources related to accreditation application and maintenance.
- Oversees practice, coding, and reimbursement activities at ADCES including management of Reimbursement Expert, and the development and maintenance of
reimbursement resources that align with current guidelines and practice across varied disciplines and care settings.

Serves as staff liaison to the Practice, Coding and Reimbursement committee.

- Establishes and maintains external relationships to build and grow accreditation programming through technical support, workshops, and collaboration with other departments across ADCES to provide additional services to DSMES programs.
- Oversees all aspects of audits of accredited programs including recruitment and training of volunteer auditors, preparation of audit toolkits and processes, and collaboration with CMS and contracted entity for CMS audits while maintaining continuous quality improvement, fidelity to approved process, and support for programs and DEAP team.
- Supports the Education department in development and implementation of webinars and other learning activities related to diabetes education and prevention programs from concept to presentation.
- Proactively works with other departments to support organizational goals and address member needs.
- Serves as a national subject matter expert in all aspects of diabetes care, self-management education and support, and technology to ADCES staff and member committees.
- Provides professional perspective to support Association’s efforts in contributing to the evidence base on DSMES.
- Editorial and collaborative staff lead for select publications from initial concept to recruitment of writing group of stakeholders and subject matter experts to publication in professional journals.
- Oversight and responsibility for the DEAP budget; working with ADCES Finance and Accounting staff to ensure that funding is allocated and spent according to plan.
- Represent ADCES as ad hoc or standing member on various coalitions and committees as requested.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to develop relationships to establish opportunities for DSMES Programs and the Association by initiating contacts as necessary.
- Expertise in continuous quality improvement.
- Strong knowledge of HIPAA.
- Ability to plan and direct multiple projects, budgets, and resources simultaneously.
- Must be an effective problem solver, able to define and implement technological solutions when appropriate. Analytical and critical thought skills required.
- Excellent communication skills required including written, oral, and interpersonal.
- Effective presentation skills; must be comfortable presenting to large group audiences.
- Ability to work collaboratively with professionals of all levels, both within ADCES’s membership organization, as well as outside of the Association.

**EXPERIENCE/EDUCATION**

- RN, RD, or Pharmacist background required; CDCES and/or BC-ADM certification a plus.
- Demonstrated experience with diabetes education, case management, or community outreach in a related area required.
• Previous experience as a Quality Coordinator of a Recognized or Accredited DSMES program or equivalent experience preferred.
• Previous supervisory/management experience required; three to five+ years preferred.
• Bachelor’s degree in applicable field of study; advanced degree a plus.
• Knowledge and prior experience in Continuous Quality Improvement (CQI).
• Knowledge and expertise in using Excel spreadsheets including pivot tables and data aggregation as well as all Microsoft Office applications; Experience with Electronic Medical Records and/or organization specific data and tracking software a plus.
• Prior experience with accreditation compliance.

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, and set up and maintain work files. Same-day, and overnight travel by air and/or automobile required.

WORKING CONDITIONS

Position requires availability for extended hours plus non-traditional hours required to perform job duties. Also requires travel, attendance, and participation at organization-sponsored events and meetings across the country.