JOB TITLE: Compliance Coordinator

REVISED DATE: November 4, 2019

PRIMARY FUNCTION: Under the supervision of the Compliance, Quality Assurance & Improvement Manager, the Compliance Coordinator is responsible for monitoring the compliance, quality risk management activities and programs for The Children's Clinic (TCC). The Compliance Coordinator is also responsible for assisting with staff development and education.

WAGE CLASSIFICATION: Hourly

SELECT LOCATION(S): ☐ Administration Office

POSITION SUPERVISES: N/A

REPORTS TO: Compliance, Quality Assurance & Improvement Manager

DEPARTMENT: Administration/Operations

SALARY RANGE: Commensurate with experience

EDUCATION/QUALIFICATIONS:
- 2-4 years of education in health-related field or equivalent work experience preferred;
- Working knowledge of Federal, State, and local laws, regulations and policies related to ambulatory health service delivery systems;
- Excellent computer skills including electronic health records systems and word processing and spreadsheet programs;
- Excellent interpersonal and oral and written communication skills and demonstrated ability to work with health care providers, consumers, and all levels of department staff;
- Strong organizational, analytic and logical thinking skills and attention to detail;
- Culturally competent in assessing systems of care serving underserved patient populations;
- Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, and sexual orientations in a multicultural work environment;
- A passion for TCC’s work and its mission to serve underserved patient populations.
ESSENTIAL DUTIES AND FUNCTIONS:

In concert with the Compliance, Quality Assurance & Improvement Manager:

- Develops, initiates, maintains and revises a Compliance Plan for the operation of the Compliance Program to prevent illegal, unethical, or improper conduct which includes vulnerability to fraud, abuse and waste;
- Coordinates internal audits to ensure adherence to the Compliance Plan;
- Develops audit reports in conjunction with other managers as appropriate;
- Develop and coordinate annual internal compliance review and monitoring activities, including periodic department and medical chart review for compliance with medical chart documentation, coordination and continuity of care, health prevention, site personnel qualifications and training as it relates to scope of practice, HIPAA, office management practices and other areas as specified by licensing and external regulatory agencies;
- Coordinates the development of corrective action plans as needed;
- Collaborates with other departments in the Clinic as needed to direct compliance issues to appropriate existing channels for investigation and resolution;
- Comply with all regulations regarding corporate integrity and security obligations; Report all behaviors and/or activities that are unethical, fraudulent, or unlawful;
- Assist TCC Management in responding to client feedback from various sources;
- Responds to alleged violations of rules, regulations, policies, and procedures, by evaluating and recommending the initiation of investigative procedures;
- Actively identifies potential areas of compliance vulnerability, communicates these to appropriate levels of management and works with appropriate staff to develop and implement corrective action plans for resolution;
- Communicates regularly with appropriate levels of management and provides regular reports on compliance activities as necessary;
- Ensures proper reporting of violations or potential violations to authorized enforcement agencies as necessary;
- Institutes an effective compliance communication and training program for the Clinic;
- Works with other managers to develop an effective compliance training program for all levels of staff;
- Stays informed of all federal, state, and local regulations;
- Stays informed of all grant requirements
- Maintain a record of meetings and activities, and prepare standard reports for various working committees throughout the organization;
- Maintain privacy of all patients, employees and volunteer information and access such information only on a need to know basis for business purposes;
- Participate in all assigned meetings;
JOB DESCRIPTION

- Other duties as assigned;

**Physical Demands:** Frequent sitting at a desk for office work. Occasional driving of automobile for outside appointments and meetings. Occasional climbing stairs, step stools; occasional stooping, kneeling, crouching, crawling, reaching and turning. Continuous use of corrected vision; depth perception; wide field of vision and color. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 100 lbs.; lifting up to 50 lbs. and carrying to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Technical Requirements:** Frequent use of telephone system and office equipment i.e. typewriter, computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers in the clinic.

**Mental:** Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Duties requiring high tolerance and adequate coping skills for dealing with loss, grief and bereavement. Sound stress reduction and management skills are essential. Also requires abstract thinking and intuitive sense.

**Communication Demands:** Frequent talking to clinical staff, patients, family, board members, funding agencies, community agencies and health professionals. Talking on telephone; giving group presentations, training/giving instructions; receiving instructions and writing composing written language (English). Ability to work with diverse individuals and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

**DECISION MAKING**

- Makes independent decisions with occasional guidance from supervisor. Able to make decisions that impact the direction of a department.

**WORKING CONDITIONS:**

Indoor office setting, within an air conditioned environment. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

**Work hours:** 8 hours per day M-F. Minimum 40-hour work week, with variable/ flexible hours and possible weekend hours, depending on project/TCC needs.

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EMPLOYEE: __________________________  DATE: __________________

______________________________  __________________________
SUPERVISOR: __________________________  DATE: __________________
THE CHILDREN’S CLINIC, “SERVING CHILDREN AND THEIR FAMILIES”

JOB DESCRIPTION

CHIEF HR OFFICER: ________________________ DATE: _____________________

CHIEF EXECUTIVE OFFICER: ___________________ DATE: ________________