

Compliance Coordinator

Do you have a passion for helping the underserved in your community? Are you a team player with a good attitude ready to step into a challenging position? Do you have impeccable communication and organization skills to contribute to an amazing team? If you are an experienced Compliance Coordinator and you answered yes to these questions, then TCC Family Health has a great employment opportunity for you.

The Company:

For over 80 years, The Children's Clinic, "Serving Children & Their Families" dba TCC Family Health (TCC), a not for profit community health center, has been providing access to quality health care for those most in need in our community. TCC believes that the first step in providing quality, patient-centered health care is understanding the range of personal, social, economic, and environmental factors that influence health and wellbeing. TCC Family Health's attention to the root causes of health disparities with the goal of health equity is at the core of our approach, which understands the critical importance of access to quality medical care, mental health and wellness services to those most in need in our community. TCC puts cultural humility and diversity at the forefront, working with the greater Long Beach community to create programs and services that are culturally appropriate and address the unique challenges they face.

Our Mission

To provide innovative, integrated, quality health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well-being.

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.

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, HIPPA, 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.
- Other duties as assigned.

Desired Skills/Qualifications

- **Experience & Knowledge** - Two to four years of experience in a health related field or equivalent work experience preferred. Previous experience in quality improvement is a plus. Working knowledge of Federal, State, and local laws, regulations, and policies related to ambulatory health service delivery systems. Understanding of HEDIS, Quality Improvement and Utilization Management in Managed-Care. Understanding of quality and regulatory requirements for Community Health Centers. 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.
- **Education** - Bachelor's in Public Health, Public Administration, Public Policy or other related field required.
- **Skills** - Strong organizational, analytical and logical thinking skills. Detail oriented and very organized. Has the ability to prioritize tasks. Excellent computer skills including Microsoft office suite, the internet, electronic health records systems, and word processing and spreadsheet programs. Excellent interpersonal and oral and written communication skills. Demonstrated ability to work with health care providers, consumers, and all levels of department staff. Able to work independently and in a team environment. Ability to set up monitoring systems to efficiently manage TCC's quality improvement requirements. Must be able to stay up to date with important quality assurance and quality improvement requirements and meet deadlines in a timely manner. Must have a valid California driver's license with clean records and access to an insured automobile.
- **Personal Qualities** - Strong people skills. Resourceful and is a problem solver. Takes initiative. Culturally competent in assessing systems of care serving underserved patient populations.

Ability to work in a fast paced environment and handle multiple tasks. Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, and sexual orientations in a multicultural work environment. Possess a passion for TCC's work and its mission to serve underserved patient populations. Proven reliability, trustworthiness and high ethical standards. Flexibility with work schedule.

Generous Company Benefits:

- Medical, Dental, & Vision Insurance
- Company Paid Life Insurance
- 401k with employer contribution
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA)
- AFLAC
- United PetCare Program
- Paid Time Off (PTO) - 22.9 days per year

TCC Family Health is an equal opportunity employer committed to a diverse and inclusive workforce. Applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), age, sexual orientation, national origin, marital status, parental status, ancestry, disability, gender identity, veteran status, genetic information, other distinguishing characteristics of diversity and inclusion, or any other protected status.

External hires must pass a background check/drug screen. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with federal and state laws, as well as applicable local ordinances, including but not limited to the Los Angeles Fair Chance Ordinances.