

Job Title:	Governance and Compliance Specialist (GCS)	FLSA Status:	Non-exempt
Reports To:	Compliance Manager	Union Position:	Non-Union
Approved By:	Chief HR, Legal and Compliance Officer (CHLCO)	Department:	Compliance
Approved Date:	10/24/24	Jobs Supervised:	No

OUR MISSION is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in Los Angeles, San Bernardino, and Riverside Counties.

OUR VISION: St. John's Community Health will be a leader, catalyst, and model for the best care, long-term community health improvements, and sustainable, health-enhancing system and structures in Southern California.

OUR CORE VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

JOB SUMMARY

As the Governance and Compliance Specialist at St. John's Community Health (SJCH), you are responsible for ensuring that SJCH's policies and procedures comply with regulatory requirements and industry best practices. You will work with other departments, such as legal, IT, and audit, to develop and implement strategies to mitigate risk and maintain compliance. Additionally, you will provide analysis, post-award services, and oversight to ensure compliance with grant-specific requirements; and serve as a resource for staff of grant-funded programs for fiscal and programmatic compliance matters. Works collaboratively to ensure staff are in compliance with the rules and regulations of regulatory agencies; that company policies and procedures are being followed, and that behavior in the organization meets the company's Standards of Conduct. The Governance and Compliance Specialist will also play a key role in supporting the privacy compliance functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs a combination, but not necessarily all, of the following duties:

- Monitor and interpret federal, state, and local healthcare laws. This includes regulations related to patient privacy (HIPAA), billing and coding (CMS regulations), fraud and abuse laws, etc.
- Responsible for the oversight of our organization's grant auditing process.
- Support business owners by providing review and recommendations to Corrective Action Plans.
- Review reports and financial data and contribute to the policies, procedures, and training to ensure fiscal responsibility.
- Works closely with various departments including but not limited to HR, legal, finance, operations, and clinical teams to promote a culture of compliance.
- Monitor, review, and provide guidance on federal and state regulations impacting privacy related initiatives.
- Conduct privacy compliance investigations.
- Contribute to the ongoing development and refinement of our privacy initiatives, actively participating in privacy projects and audits.
- Ensure compliance with grant and contract requirements.
- Assist in the planning, design, implementation, and support of financial systems, related policies, and processes needed to identify and manage the revenue and expenditures of the organization and its various components.
- Prepare and/or review information and reports for internal and external stakeholders.
- Become knowledgeable of grant guidelines and expectations and advise programs on implementation and ongoing efforts to ensure compliance.
- Analyze and evaluate contract and grant budgets for correct calculation of expenditure categories such as salaries, percent of effort, salary adjustment increases, fringe benefits, indirect costs, materials, and equipment.
- Conduct routine compliance reviews of grant programs.
- Conduct research, evaluate, and present options for the selection of contractors/subrecipients according to the federal procurement and internal processes.
- Contribute to continuously improving internal grant management systems.
- Ensure all regulatory and/or grant-related training requirements are met and documented.
- Monitors the performance of the Compliance Programs and related activities on a continuing basis, taking appropriate steps to improve its effectiveness.
- Maintains record of changes and archived copies for potential compliance and/or risk inquiries.
- Provide support for regulatory audits from the Health Resources Service Administration (HRSA), Federal Tort Claims Act (FTCA), Operational Site Visit (OSV) and any third-party audits.
- Conducts on-site spot audits and coordinates with the Quality team.
- Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.

- Maintain strict confidentiality about individual health center findings and proprietary information.
- Travel between sites will be required.
- Performs all and any additional duties as assigned.

Responsibility to Team:

Actively support assigned team/department by participating in and supporting all team/departmental initiatives, proactively communicating with supervision, meeting assigned goals and objectives, and committing to embracing process improvement initiatives.

Responsibility to Organization:

Actively support SJCH by consistently meeting St. John's Mission, Vision, and Values; modeling positive interactions with patients, staff, and community; keeping informed of internal (e.g., policies and procedures) and external (e.g., legal or political matters) which may affect business.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education, Experience, Knowledge, & Experience

- 3-5 years' experience in regulatory compliance in a healthcare organization
- Strong interpersonal skills with a proven ability to work well with individuals at all levels of an organization.
- Excellent oral and written communication skills.
- Strong attention to detail.
- Excellent organizational skills with a proven ability to multi-task and work well under deadline pressure.
- Advanced knowledge of Microsoft Office applications.
- A bachelor's degree or 3 years of relevant experience in compliance in healthcare.
- Certification in healthcare compliance is preferred (CHC).

Additional Requirements: Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Valid driver's license and reliable transportation.
- Ability to be covered by car insurance as required.
- Ability to drive and travel by car as needed.
- Flexibility to travel between Los Angeles, San Bernardino, and Riverside Counties as needed.
- Flexibility to work evenings and weekends as needed for community events.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations in English. Ability to write reports, business correspondence, and procedure manuals in English. Ability to effectively present information and

respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) preferred, not required.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

Computer Skills

To perform this job successfully, an individual should have strong knowledge of MS Office Suite, Database Management, Email Communication, Internet Research, Social Media Management, Event Management Software, Project Management Software, Teleconferencing and Virtual Meetings, Document Collaboration Platforms, Data Analysis Tools, CRM Systems, and Online Survey Tools.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee establishes and maintains effective work relationships with co-workers and customers, maintains regular attendance, understands and carries out a variety of oral and written instructions, has knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, has the ability to learn office principles, practices, and methods, understands filing systems, including numerical, alphabetical, and chronological, learns a variety of procedures, policies, and services of the assigned work unit or program, performs assigned duties with efficiency and accuracy and maintains confidentiality.

The employee will be working in a normal office environment with exposure to moderate noise, dust, temperature, etc. During community meetings and outreach activities an employee may be subjected to a variety of locations and situations including community centers and large meeting rooms; this may involve varying noise levels, temperature, dust, or other environmental differences.

NOTE

The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. It is not to be constructed as an exhaustive statement for essential functions, responsibilities, or requirements. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I understand the essential functions of this position and I am able to perform the functions of this position with or without accommodation.

Signature

Print Name

Date