



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

<i>Job Title:</i>	Compliance & Quality Assurance Coordinator
<i>Department:</i>	Administration
<i>Position Status:</i>	Full Time, Non-Exempt
<i>Expected Pay Rate:</i>	\$21.00/hour
<i>Supervised by:</i>	Director of Human Resources

### *General Statement of Duties:*

Under the direction of the Director of Human Resources, this position will be responsible for administering processes and procedures to ensure the Agency maintains compliance with all applicable regulations, the provision of quality services, and the promotion of ethical behavior.

### *Specific Duties or Typical Work Activities:*

- Carry out compliance and quality improvement activities including auditing, exclusion screening, assessments, training, data collection, and data analysis.
- Conduct routine audits of case records, billing, and properties; prepare reports; and follow-up with programs to ensure corrective action has been implemented.
- Work closely with programs to identify, track, and measure program outcomes.
- Monitor and promptly investigate compliance issues and general incidents in a confidential manner, as requested. Document investigations, identify recommendations, and prepare final reports.
- Maintain up to date knowledge and understanding of nonprofit and program governance requirements/guidelines, compliance reporting and responsibilities, and related legal requirements from federal and state governments. Serve as a resource for staff regarding compliance standards.
- Coordinate the local Corporate Compliance Committee.
- Develop and implement the annual Corporate Compliance plan.
- Collaborate with senior management staff to develop, modify, or improve policies and procedures.
- Other related work, as requested

### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Time management and self-initiation skills
- Ability to work independently and as an effective team player with minimal supervision
- Computer and technology skills, including proficiency with MS Office

### *Qualifications:*

- Bachelor's Degree and two (2) years of relevant experience is preferred
- Relevant experience with a combination of training and education, which provides the knowledge and skillset needed to perform duties outlined above may substitute for education requirement

### *Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures

- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate statistical records and documentation including, but not limited to, individual client records, billing records, medication records, daily log, expense sheets, purchase orders, petty cash, client funds, and mileage records
- Required to ensure that employees and volunteers are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee