



COMPLIANCE AND UTILIZATION OFFICER

JOB DESCRIPTION

EMPLOYEE CLASSIFICATION: Regular, Full-time, Exempt

REPORTS TO: Assistant Executive Director

JOB SUMMARY

The Compliance and Utilization Officer position functions as an independent and objective body that reviews and evaluates compliance issues/concerns within the organization. The position also supports senior administrative staff in executing, researching, and implementing agency Council on Accreditation (COA) standards in conjunction with CSBG Organizational Standards and ROMA. A goal of this position is to assist in the coordination of all aspects of the PQI and RPM program; support program Directors in complying with grant accountability and reporting. Lead performance improvement initiatives.

QUALIFICATIONS

- 1) Bachelor's or Master's Degree in social services, human services, or related field.
- 2) Efficient use of Microsoft Office suite, particularly Excel
- 3) Strong fiscal management, math and reporting skills
- 4) Strong organizational and verbal/written communication skills
- 5) Additional Knowledge Preferred:
 - a. Council on Accreditation Standards
 - b. Previous experience in Performance and Quality Improvement
 - c. ROMA – Results Orientated Management and Accountability
- 6) Must pass national criminal background check and DCFS check.
- 7) Must have a reliable vehicle, valid driver's license, adequate vehicle insurance and a willingness to travel as necessitated by job responsibilities.
- 8) Evidence of an ability to communicate effectively (both orally and in writing) and to maintain confidentiality and abide by HIPAA.
- 9) Ability to successfully work in a demanding program with a vulnerable population
- 10) Is sensitive to and respectful of cultural differences.

ESSENTIAL FUNCTIONS

- 1) Develops and periodically reviews and updates Agency/Program standards to ensure continuing currency and relevance in providing guidance to management and employees
- 2) Maintains a crosswalk between programs within the agency to ensure compliance will all organizational standard requirements.
- 3) Communicates with Agency staff awareness and knowledge of Standards, and understanding of new and existing compliance issues and related policies and procedures

- 4) Collaborates with other departments/programs to direct issues to appropriate existing channels for investigation and resolution per standards and Agency PQI/RPM plans
- 5) Acts as an independent review and evaluation body to ensure that compliance policies/procedures/issues/concerns within the organization are being appropriately evaluated, investigated and resolved
- 6) Assists Executive Director and Program Directors, and as necessary, coordinates the development of, collection, analyzing and reporting PQI data per COA and ROMA Standards
- 7) Coordinates regular compliance committee meetings to remain abreast of the status of all activities, to identify trends and provide effective compliance communication for the Agency. Coordination of meetings includes but not limited to: set agendas, develop and analyze performance improvement data for the Agency
- 8) Assist program directors and the overall agency in PQI/ROMA by attending meeting and collaboratively developing potential solutions and working to create effective and efficient processes along with other assigned PQI/ROMA tasks.
- 9) Develop quarterly and annual accreditation PQI & RPM reports to Stakeholders, and additional reports as assigned
- 10) Facilitate the quarterly satisfaction surveys and collect and analyze results in cooperation with program Directors
- 11) Monitors and manages federal, state, and local grant requirements
- 12) Assist in maintaining department compliance with grants including but not limited to
 - a. Attend data system trainings, train staff on system usage, and assist program staff with the correct completion of data entry
 - b. Submit all required reports in a timely manner
 - c. Comply with all fiscal grant requirements
 - d. Account for all grant dollars
- 13) Work cooperatively with other program employees and agency employees as a whole to ensure the best quality service to our clients.
- 14) Keep informed of current programmatic related news and information as is appropriate to the position/attend appropriate trainings, workshops, etc.
- 15) Other duties as assigned

EMPLOYMENT ACKNOWLEDGEMENT:

I have read and understand this job description and agree to adhere to its requirements. My supervisor has answered any and all of my questions.

SIGNED

DATE