

POSITION DESCRIPTION**DIRECTOR, COMPLIANCE
OFFICE OF EXECUTIVE DIRECTOR
Region Ten Community Services Board**

CLASSIFICATION TITLE: Director, Compliance

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The incumbent serves as the agency primary policy analyst and the quality assurance and medical records manager. In this capacity, he/she has responsibility for staying current with all statutes, researching impact to the agency, and generating policy and procedure recommendations. The incumbent will provide needs assessment data, planning information, in-house evaluations, other documents as needed regarding overall agency functioning. The tasks are accomplished through technical research, Department of Behavioral Health and Developmental Services contacts, evaluation studies, communications with personnel across disability areas and with other appropriate resources, meetings with staff. This position provides direct supervision of the Program Manager of Compliance who oversees medical records and quality assurance staff.

MAJOR DUTIES:

1. Research, measure and analyze Region Ten CSB compliance with Federal and State statutes, Medicaid regulations, Department of Behavioral Health and Developmental Disabilities requirements, CARF standards, HIPAA regulations, state licensure requirements, and Region Ten's own policies and procedures.
2. Interpreting regulations and policies.
3. Develop, implement and review Compliance/Quality Assurance policies and procedures and quality management systems agency-wide.
4. Develop client related policies and procedures, and maintain the Region Ten Services Manual and program manuals on the Region Ten network.
5. Provide on-going monitoring and evaluation of agency policies and service delivery practices to identify potential risks, including health, safety and emergency procedures.
6. Work cooperatively with Leadership Team and staff to create user friendly policy design and implementation.
7. Partnering with other business functions to promote compliance with regulations and divisional policies and procedures.
8. Ensure the agency's preparation for Medicaid, state licensure, HIPAA and CARF reviews.
9. Coordinate with Program Manager on oversight of Human Rights investigations.
10. Accomplish all essential tasks for successful evaluation and/or the procurement, modification, and maintenance of all agency licenses.
11. Research, measure and analyze Region Ten CSB compliance with the correct use of the Electronic Health Record and ensures staff training as needed.
12. Coordinate required medical records changes.
13. Supervise QA staff.
14. Assist the Senior Director in conducting in-house service evaluations and targeting Quality Improvement measures.
15. Participate in compliance meetings at VACSB and maintains relationships with all partnership networks relevant to the position.
16. Oversee quality assurance process, medical records reviews and external record audits.
17. Oversee the human rights complaints and critical incident reporting and resolution.
18. Ensure the timely reporting of CCS3 data required by the state.
19. Participate on the strategic planning committees as necessary to hear input on issues.
20. Work with Senior Director to implement system reports and dashboards created by the data management Committee to meet internal and external requirements of the organization.
21. Organize and maintain a library to include current state standards, local and state plans, licensure requirements, RTCSB policies and procedures and compiles examples of information and systems to be used for the continued improvement of RTCSB.
22. Teach various ongoing trainings which are required for their staff and agency staff.
23. Provide a conduit for agency information to be communicated to all staff that are supervised around QA issues.
24. Attend all training updates on the electronic health record. Serve as the conduit of information and ensure education and updating of all of your staff on the electronic health record, data accuracy, and quality documentation.
25. Perform other duties as assigned.

QUALIFICATIONS:

Master's Degree in behavioral health science or related field such as Public Administration, or Business Administration with five years of professional experience in quality assurance, utilization review, program planning & evaluation activities and coordination in the area of clinical and/or community services, involving compliance with statutory regulations, or a combination of bachelor's degree, training, and experience that provides the required knowledge, skills and abilities. Supervisory and upper level leadership experience required. Demonstrated computer expertise in business setting a plus; experience with electronic health records required. LCSW or LPC a plus.

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In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: state and federal regulations, research and sampling techniques, statistical analysis, organizational theories, computers, evaluation techniques, local community service agencies, state social service agencies, substance abuse, mental retardation, and mental health, Corporate Compliance/Quality Assurance program activities and requirements, program development, implementation of fiscal and resource availability in relation to service and quality assurance requirements, program needs assessments, evaluation tools and techniques, business practices, computer operations, statistics, and investigation processes; working knowledge of licensure, certification, utilization review, and evaluation standards; thorough knowledge of essential risk management issues and best practices,

Skills in: regulation review and analysis, policy development, creating processes that are efficient and effective, report writing, data interpretation, organizing policies, standards, uncovering systemic and programmatic issues, clinical interactions, case management and mental retardation training. Microsoft computer systems and electronic health systems, demonstrated experience and proven achievements in program management, leadership and supervision of services and programs, effective motivation and supervision of others, excellent communication in both oral and written formats with skills in public speaking and developing presentations and reports, excellent interpersonal skills to foster positive working relationships, effectively working with a wide diversity of individuals and professional organizations.

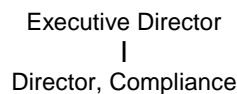
Abilities to: operate successfully in a constantly changing and fast-paced environment, work with agency staff cooperatively, maintain objectivity, communicate effectively, conduct interviews, prioritize work duties and delegate tasks, effectively apply time managements skills and prioritize work activities, work independently, appropriately respond to challenges, and provide leadership applying sound judgment, appropriate interpretation and application of policies/regulations, maintain work objectives and goals under stressful situations, maintain objectivity at all times basing decisions/opinions on facts. prepare related documentation and reports, devise and implement solutions and services to meet agency compliance/quality assurance, staff development, health information management and risk management needs, solicit cooperation from diverse groups of individuals of varying philosophies to work collaboratively within groups and across department lines.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
 500 Old Lynchburg Road
 Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART



GRADE: 15

SCHEDULE: Monday –Friday; occasional evening hours may be required.

Position Description Updated: October, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date