



COMPLIANCE/OPERATIONS DIRECTOR JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

The Compliance/Operations Director (COD) is a key leader overseeing non-clinical aspects of the agency's compliance with local, state, and federal mandates and guiding Santa Cruz Community Health (SCCH) operations, with the overarching goal of delivering accessible, high quality, patient-centered care. The COD works closely with and complements the skills and experience of the Quality Improvement Director (QID) and Quality Assurance Director (QAD). Supports Chief Operating Officer (COO), who is SCCH's formal Compliance Director, Leadership Team as a whole, and the Board of Directors in upholding the compliance function for the entire agency.

The COD is responsible for cataloging local, state, and federal mandates and putting systems in place to ensure the agency's compliance with each. The COD is also a key participant in new ventures, such as clinic expansions and new clinic starts.

The position reports to the Chief Operating Officer (COO) and plays a significant supporting role to direct operations, with the ultimate goal that patients receive excellent care through the Team Based Care model.

Classification: Full-time, Exempt
Reports to: COO

Location: Varies
Hours: 8:00AM-5:00PM (flexible)

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Compliance

- Supports and models SCCH's culture of safety and compliance; onboards new hires into this culture
- Works within each SCCH department to understand and comply with the 7 standard elements of compliance programs, as follows:
 - Implement written policies, procedures, and standards of conduct
 - Designate a compliance officer and compliance committee
 - Conduct effective training and education



- Develop effective lines of communication (including systems to report events, exceptions)
- Conduct internal monitoring and auditing to ensure uniform adherence to standards
- Ensure adherence to standards through well-publicized audit results, guidelines
- Respond promptly to detected exceptions, undertake corrective action to fix systemic problems
- Prepares all departments in SCCH for the Federal Health Resources & Services Administration (HRSA) operational site audits and Joint Commission site visits
- Responsible for the development, implementation and ongoing oversight of activities related to the laws, regulations and policies that govern healthcare compliance. These include, but are not limited to, healthcare fraud and abuse, privacy, transparency reporting laws, the Federal Anti-Kickback Statute, the Federal False Claims Act and the Health Insurance Portability and Accountability Act (HIPAA)
- In conjunction with COO, QID and QAD, designs and executes internal reviews and risk assessments to ensure SCCH identifies compliance risks and corrects those risks
- Monitors, audits to ensure compliance policies and procedures are followed and function as intended
- Trains and supports staff and management in identifying and resolving exceptions to the compliance program, including event reporting, up to and including patient dismissal process
- Partners with internal (e.g., HR) and external stakeholders, as needed, to conduct investigations and resolve potential compliance breaches; manages resulting corrective action plans
- Provides regular compliance related reports, presentations, and other communications to multiple internal audiences, including Leadership Team and the Board of Directors
- Asks as internal expert on challenging medical records questions between family members and foster/biological family members, such as court orders, access to appointment information and records

Facilities and Licensing

- Plays key role in facilities expansions, liaising with staff, consultants, architects, and construction teams
- Manages CDPH clinic and CLIA lab registration and license renewals; manages other miscellaneous certifications and licensing for existing facilities and new ventures
- Assists operational and quality teams with external audits – including preparation, attendance and follow-up. External auditing bodies include VFC/VFA, CCAH, CPSP, CHDP, Beacon and others
- Assists HR department and QAD to prepare SCCH's FTCA (future) application

Direct Operations

- Actively participates in Operations Leadership Team
- Under direction of the COO, works closely with members of Leadership Team, Operations Leadership and other stakeholders to implement programs, refine workflows and improve service delivery systems
- Provides support to and, as necessary, backfills other members of Operations Leadership – Clinical Support Managers and Patient Support Manager – when absences affect day-to-day patient care
- Participates in the development of training strategies and opportunities to improve staff understanding of compliance policies and adherence to compliance procedures
- Provides teaching, coaching, guidance and support to Operations team related to compliance incidents and requirements

Committee Participation; Additional Duties



- With support from QA/QI staff members, manages PolicyTech system (SCCH policy and procedure database system), including onboarding new staff, troubleshooting, and providing ongoing staff assistance; acts as PolicyTech champion for agency
- In consultation with COO, determines need for new non-clinical policies, creates and updates policies as needed and manages reviews and approvals within Policy Tech system
- Acts as a leading member of the QA/QI Committee
- Convenes and facilitates Operational Risk Management Committee (ORM) in partnership with COO
- Actively participates in other applicable internal committees: Privacy & Security Committee, Clinical Risk Management (CRM), Human Resources Risk Management (HRRM), Physical Safety Committee and Immunization Workgroup
- Receives, investigates, responds to applicable incident reports; reviews with COO and clinic-based staff
- Receives, investigates, responds to applicable complaints and/or grievances from managed care plan; reviews with COO and/or clinic-based management staff
- Receives, investigates, responds to all escalated operational complaints, reviews with COO
- Other duties as assigned

QUALIFICATIONS

Minimum Requirements:

- BA/BS in Healthcare administration or related field
- 5+ years progressively responsible experience in a health care setting
- Experience and skill with Electronic Medical Records
- Demonstrated experience and success with healthcare compliance activities and projects
- Demonstrated understanding of healthcare compliance rules and regulations, and experience in the practical application of local, state, and federal mandates, including audit experience
- Certification in Healthcare Compliance (CHC), Healthcare Privacy Compliance (HCPC) or equivalent; or commitment to attain within 6 months of hire

Preferred Qualifications:

- Master's Degree in public health, business management, or public administration
- Experience in an FQHC (Federally Qualified Health Center) or equivalent strongly preferred
- Prefer privacy officer experience

WORK CONDITIONS

Working conditions 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 qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS



Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D).