

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

Job Title: Senior Planner / Compliance Manager

FLSA: Non-Exempt

Department: Human Services (HSD-Clinic)

Union Affiliated: Non-Union

Reports to: RSN Administrator(s)

General Position Summary:

This position functions as the compliance manager in a health care environment overseeing the planning, proposal, development, and implementation of ethics and compliance policy and programs. Analyzes programs to ensure that high quality services are offered and provided to eligible individuals while complying with regulatory and contractual obligations. Provides technical assistance to other HDS/RSN staff and sub-contractors, oversees reviews, participates in resource management, and serves on the management team. Participates in a team effort to promote, enhance and maintain relations with the community and service providers.

Essential Duties and Responsibilities:

1. Oversee and monitor the implementation and day to day management of the ethics and compliance program, including procedures for implementing compliance requirements. Including the development and oversight of a Compliance Committee.
2. Establish a structure for the ethics and compliance program and policies. Oversee the revision of the compliance program, in light of changes in the organization's needs, the law, and the policies and procedures of relevant entities and regulatory bodies, as well as internal quality improvement. Develop methods by which program quality and success will be measured.
3. Report on a regular basis regarding the progress of implementation and the outcomes of the RSN Compliance Program.
4. Assist with the establishment of methods to enhance the organization's ability to proactively manage and mitigate relevant compliance risks including auditing and monitoring of billing, UM, and other high risk areas.
5. Develop and implement relevant policies and procedures and review them annually for adherence to current regulations, law and regulatory guidance. Oversee internal and external audits; evaluate outcomes; develop and present recommendations for improvement. Analyze information in order to foresee risk areas before they result in actionable non-compliance findings.
6. Establish RSN standards of conduct and assure the receipt and acknowledgment of those standards by employees and board members. Independently investigate or oversee the investigation, and appropriately respond to matters relating to reported or detected compliance concerns, including recommending appropriate corrective action to management and the Board.
7. Collaborate with the human resources department of the RSN procedures for hiring, disciplining, and evaluating employees based on their understanding of and participation in compliance related activities.
8. Oversee the development, coordination and participation of employees in educational and training programs that focus on the elements of the compliance program, to assure that all appropriate employees and management are knowledgeable of, and comply with RSN policies and guidelines, and federal, state and local law.
9. Establish policies and programs that encourage managers and employees to report compliance concerns or other improprieties in good faith, including reporting mechanisms that allow for both confidential and anonymous reporting.
10. Develops and implements procedures for monitoring and auditing subcontractors, ensuring that they have effective and fully implemented ethics and compliance programs. Evaluates and makes recommendations to their program and internal auditing and monitoring plans.
11. Develops and implements procedures for subcontractors to self-disclose and repay for claims submitted erroneously and for reporting suspected fraud and abuse.
12. Analyzes relevant data for significant trends, and stays current on best practices for behavioral health services and social service administration.

13. Regular reporting and presentations that includes integrating information from multiple sources, provides technical support to various groups as assigned, and provides information for advisory boards and elected officials.
14. Attends seminars, training, conferences, and other meetings as assigned. Represents the Department/Agency in a wide variety of local/regional meetings, work groups, committees, task forces and other venues as assigned.
15. Attends and participates in staff meetings. Hold and lead meetings, including compliance training and motivational meetings.
16. Perform other duties as assigned by the supervisor, such as specific time-limited research or evaluation tasks.

Minimum Qualifications:

1. Bachelor's degree in any social work, social services, public administration, or related field.
2. Five (5) years of experience in a behavioral health, healthcare or related public or private operations. Experience must include quality assurance management; risk management; policy/program development, implementation and compliance; and personnel leadership or supervisory responsibilities. Experience promoting compliance, facilitating working relations among agencies, local entities and contracted providers, and processing and resolving consumer complaints. Experience with quality improvement projects. Experience with the administrative rules and standards to prevent and deal with fraud and abuse as it relates to healthcare; including experience interpreting, adapting and implementing contracts requirements, laws and regulations.
3. Proficient in computer use and working knowledge of client databases and other commonly used programs in healthcare.
4. Possess and maintain a valid driver's license.

Required Skills and Abilities:

1. Able to work in a collaborative team work environment. Coordinate and organize groups and meetings to accomplish goals/tasks.
2. Effectively work in a multi-task environment, prioritizing tasks properly, and completing tasks/projects in a timely manner.
3. Resourceful in finding effective solutions or alternatives.
4. Develop and maintain effective working relations with peers, clients, other agencies, contracted providers, and the public.
5. Able to work well independently, learn quickly and adjust work assignments in response to system changes.
6. Exercise good judgement and maintain confidentiality and handle sensitive information with utmost discretion.
7. Proficient in the development of professional oral and written communications. Prepare effective reports and presentations to diverse audiences, such as the public and clients, elected officials, government and non-profit entities, special interest/community groups, and peers.
8. Skilled at research, data analysis and reaching adequate conclusions. Skilled in persuasive and motivational communications. Make effective recommendations for plans of action, and assist implementing them.

Equipment or Tools:

1. Operate a personal computer for administrative purposes with word processing, database, spreadsheet, reporting and presentation software.
2. Operate standard office equipment.
3. Operate and safely drive a motor vehicle.

Job Scope:

Level of Supervision Received:

Minimum supervision, but may require closer supervision during training or special projects. Work is verified through reports and outcomes.

Level of Supervisory Responsibilities:

This position is not supervisory in nature, but will serve in a leadership role directing work activities of junior staff. This position is expected to train, guide and share skills, insights, and expertise with other staff.

Contact/Communication with others:

Extensive oral and written contacts and communications, both formal and informal. This includes phone, email, correspondence, reports, and face-to-face. Extensive technical report writing. Contacts will occur with the public, department staff, other County staff, and local, state and federal agencies. Functions in both a leadership and a collaborative role with individuals at varying levels of expertise and experience.

Decision Making Capacities:

Extensive latitude in decision-making within the duties of the job. Make determinations regarding sensitive matters in multiple disciplines. Special circumstances need supervisor's clearance.

Working Conditions:

1. May require work hours in excess of 7.5 hours per day or 5 days per week.
2. May require travel for training purposes and commute to other departments or government agencies.
3. Follow established county and department policies, goals, and objectives.
4. Able to work well and complete duties under stress, and deadlines, while attending to multiple duties simultaneously.
5. Tolerate prolonged computer related exposure. Ability to sit/stand at a workstation for long periods of time.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			X		
Climbing			X		
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.		X			
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.	X				
Push/Pull up to 25 lbs. of exertion	X				
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level		X			
Work at waist to shoulder level				X	
Work above shoulder level		X			
Reach further than arm's length		X			
Fingering					x
Grasping / Holding		X			
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	X				
Exposed to extreme temperatures	X				
Operate tools or machinery-incl. office equip.					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances	X				

Feb/2012

Last Revision

Department Head

Incumbent

Date