



Quality and Compliance Coordinator

For more than 45 years, Buckelew Programs has been committed to the mission of providing mental health and addiction services that promote recovery, resilience and hope. The agency provides numerous essential community services throughout Marin, Sonoma and Napa counties ranging from supported housing and job training for people with mental illness to outpatient psychotherapy and other support for children, adults and families, as well as residential detoxification services, and a regional suicide prevention program and crisis hotline.

The Quality and Compliance Coordinator's primary responsibility is to support, and help lead and design, quality and compliance routine functions along with initiatives focusing on process and quality improvement. The position consistently supports the mission and objectives of Buckelew Programs by maintaining the privacy and confidentiality of information, protecting the assets of the organization, acting with ethics and integrity, and adhering to applicable federal, state and local laws and regulations – as well as Buckelew policies and procedures.

RESPONSIBILITIES:

- Responsible for monitoring medical record retention and destruction by tracking stored records, implementing timelines for record destruction and ensuring destruction of records according to agency and regulatory guidelines.
- Responsible for organizing and conducting medical record audits, tracking audits scheduled and completed, reporting audit results, and designing process improvement and training directed at improving staff performance.
- Maintain an agency calendar and timelines related to regulatory and accreditation standards and reporting such as CARF, Medi-Cal, HIPAA, and County and State agencies.
- Maintain tracking and reporting on a wide variety of data in response to agency quality and compliance needs. Assisting with the design of new data reports and preparing data reports that are the responsibility of the Quality and Compliance Department
- Develop and/or maintain data transformation and data management functions to capture service delivery, client demographic, and outcomes data.
- Receive, coordinate and oversee responses to records requests, excluding responses to subpoenas or other court orders. Enter and manage data for reports on medical records requests, unauthorized disclosures according to HIPAA standards, critical incidents, and other occurrences as needed and assigned.

- Develop expertise working with existing instruments such as Relias learning management system and internal Access data bases, along with any Electronic Health Records Systems that are adopted by the Agency.
- Provide day-to-day guidance to all levels of management regarding policy and procedures, regulations and confidentiality requirements.
- Design and deliver, or arrange for, training to improve service quality and staff skills, including those associated with compliance and clinical documentation.
- Responsible for the collection and reporting of data regarding critical incidents, privacy incidents and sentinel events. Design and implement process and substantive improvements regarding the system for collecting and reporting on such events.

REQUIREMENTS:

Education and Experience: Bachelor's Degree or higher with course work in behavioral health or public health. Three years relevant experience working in or with quality assurance, compliance and data management in behavioral health or related field – including specific experience with the essential duties and responsibilities described herein desired. Coursework relevant to the position, including statistics, computer science, and research methodology may be used to partially meet the experience requirement. Experience working with medical records and/or service program outcomes data. Experience working with Access data bases, Excel spreadsheets, and Electronic Health Records (EHR) systems. Possess at least intermediate level software skills with a proven ability to acquire new software skills as needed. Experience working with statistical and other data analysis software is a plus.

Skills and Abilities: Possess good communication skills, both in writing and verbal. Proficient in using technology as a management reporting tool and experience working with others to gather, evaluate and/or audit data and records. Working knowledge of both qualitative and quantitative data gathering and analysis techniques for purposes of program evaluation and improvement. Working knowledge of behavioral health program design and services, and familiarity with continuous quality improvement techniques within those services desired.

Self-motivated and able to work independently as well as with a team. Organized and able to effectively prioritize multiple tasks and responsibilities with excellent administrative skills. Ability to learn and work within all the rules, regulations, and policies that govern agency compliance. Ability to partner with and support program leaders throughout an organization as well as with government agencies. Ability, as needed, to attend meetings with external partners, represent organizational interests concerning quality and compliance issues, and gather relevant information. Reliable, with excellent attention to detail and accuracy. Working understanding of highly confidential environments and ability to maintain confidentiality. Working ability to organize and direct the work of others who may or may not be direct reports. Must be fluent in English. Bi-lingual, bi-cultural skills preferred especially English and Spanish language fluency and cultures present in North and Central America. Able to pass Live Scan, Office of Criminal Justice and Department of Social Services clearances, and any other clearances that may be required by the responsibilities of the position. Requires a valid California driver's license, personal automobile for use on the job, and an insurable DMV record.

Physical Requirements: Physically capable of the following intermittent activities: stretching, bending, kneeling, twisting, squatting, reaching above and below the shoulder, pushing, pulling, grasping and lifting up to 25 pounds in weight. Physically capable of the following extended activities: driving, writing, standing, typing, and sitting. Ability to maintain composure and work quality to meet routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; travel or other inconveniences typically have advance notice; involves frequent exposure to demands and pressures from persons other than immediate supervisor. Job frequently requires sitting, handling objects with hands and the use of fine motor skills. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Job occasionally requires standing, walking, reaching, talking, and hearing. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. Vision requirements: Ability to see information in print and/or electronically. Hearing requirements: Ability to hear information in person and by telephone.

ABOUT THIS POSITION: This is a full-time, 40 hour per week, position working days Monday through Friday. Hourly pay is \$25.00. Benefits include employer-paid medical, dental and vision insurance, life and disability insurance, flexible spending accounts, retirement savings plan and employee assistance program.

APPLY: <http://www.buckelew.org/about/careers.html>