

## COMPLIANCE SPECIALIST

### DEFINITION

Under general supervision, performs analysis, specialized functions or casework in a variety of service delivery and administrative areas; prepares reports, assists in the writing of procedures, and assists with operational responsibility for grants or for programs; performs tasks in a variety of program compliance monitoring, utilization management, HIPAA, fiscal or administrative fields; assists with operational responsibility for federal and state mental health plan managed care oversight; and performs related duties as required.

### REPORTS TO

Compliance Officer and/or Behavioral Health Care Director.

### CLASSIFICATIONS SUPERVISED

This classification does not exercise supervision over staff.

### EXAMPLES OF DUTIES

*The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.*

Assists in the development of process improvement and audit procedures and training of staff; functions as the primary data management coordinator; answers questions and assists staff with specialized areas or administrative functions; attends meetings to represent the department; creates, develops and manages processes for collecting, tracking, reviewing and analyzing reporting data for quality improvement, compliance and utilization review programs; audits program functions as required; may assist in the coordination of the unit's activities with other governmental units; prepares and submits federal and state mandated financial, operational, and statistical reports, notices and correspondence, and/or claims; prepares materials; tracks attendance and schedules events and training programs, assists with the preparation of training materials; provides support to ensure Mental Health and HIPAA compliance oversight; ensures quality in administrative functions; completes State compliance documentation; coordinates audits of cases; may assist in the coordination of activities with other governmental units as pertains to compliance programs; attends committee meetings; prepares agendas; takes and prepares minutes and tracks decisions and monitors implementation activities; assists with general procedure development, dissemination and communication of all regulation policy and guideline changes to affected personnel; assists with revising programs in response to changing organization needs, trends or new or revised regulations, policies and guidelines; and performs related duties as required.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

**TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; occasionally works outside; continuous contact with staff and the public.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

- Operations, services and activities of assigned compliance program areas.
- Interviewing and recordkeeping techniques.
- Modern office practices, methods, and procedures, including computers and assigned software.
- Filing and information retrieval systems practices.
- State and Federal laws and regulations with particular emphasis on compliance requirements, in assigned program area.
- Principles of business correspondence and report generation.
- Terminology utilized in compliance programs.
- Methods and techniques of monitoring grant funds.
- Methods and techniques of conducting routine audits.

**Ability to:**

- Provide technical support to assigned compliance program.
- Provide staff support to assigned committees.
- Gather information and draw appropriate conclusions.
- Assist with interpreting, explaining, and applying a variety of Federal, State and County policies, rules, procedures and regulations.
- Prepare, clear, concise and accurate records and reports.
- Work with computer and assigned software.
- Effectively represent the department in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public and staff.
- Communicate effectively, both orally and in writing.
- Understand and carry out oral and written directions.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Take meeting notes and prepare minutes.
- Conceptualize and create forms on computer.

**Training and Experience:** *Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

**Education**

Equivalent to an Associate's degree with major coursework business/public administration, health administration, systems analysis, or a closely related field.

**Experience**

Two (2) years of mental health program experience performing quality assurance or utilization review, support staff duties, or clinical duties.

**DESIRABLE QUALIFICATIONS:**

Three (3) or more years of work in fiscal/clerical programs working with Medi-Cal oversight, Quality Assurance, and/or Utilization Management with similar responsibilities of data collection, analysis, reporting, and problem solving, etc.