



Catholic Family Center is seeking a full time **Director of Quality Management** in our Quality/Compliance department.

General Description

Under general supervision, the Director of Quality Management is responsible for oversight of all compliance and quality management activities, including quality assurance, quality improvement and corporate compliance. In addition, the Director of Quality Management is responsible to identify and guide the organization through quality improvement efforts and measurements as identified in the Agency's strategic plan and to ensure that Catholic Family Center is continually executing quality services.

Essential Duties and Responsibilities

- Provide administrative support to Chief Compliance Officer including, but not limited to: hiring, evaluating, training and promoting ongoing staff development.
- Serve as contributing member of the Agency's cross-agency leadership team and Compliance Committee.
- Provide direction, strategic planning and oversight for the Compliance Office including conducting the agency risk assessment, creating and overseeing the internal audit plan and enforcement of corrective action plans.
- Conduct and coordinate program evaluation and quality improvement activities within the programs for all departments and agency.
- Provide development, oversight, monitoring and training of all employees and other stakeholders for the compliance program.
- Oversee Agency privacy function, which includes enforcement of privacy policies and required trainings, and serve as a resource to all employees for confidentiality standards.
- Establishes goals, policies, and best practices to ensure that agency departments and functions are in compliance with regulatory requirements.
- Develops and maintains collaborative and productive relationships with all functional leaders and their department representatives to foster a compliance culture within the agency.
- Reviews all program Quality Assurance (QA) activities to ensure that the agency meets regulatory expectations and best practices standards.

- Works with subject matter experts and HR to develop and deliver training regarding reporting of non-compliance and other compliance/quality issues.
- Responsible for reporting, investigation and correction of non-compliance.
- Ensures programs are in place that limits discretionary authority for individuals who have been found to have demonstrated improper or unlawful conduct.
- Monitor that qualified, knowledgeable personnel within departments/programs ensure compliance with all applicable laws and regulations and education of staff.
- Monitors departmental and functional action plans and accountability designed to enhance compliance performance within the agency.
- Seeks consultation from any appropriate staff in areas deemed necessary as part of any investigation.
- Actively leads and/or conducts monitoring and auditing procedures to evaluate and enforce compliance standards and to minimize risk.
- Oversees monitoring of regulatory changes affecting the agency and helps to develop solutions to address any resulting issues.
- Manages all aspects of administrative policies for the agency including monitoring compliance, changes in legal requirements and updates.
- Maintains an effective internal reporting system to ensure that employees are able to report suggestions or concerns in a secure and confidential manner consistent with CFC policy.
- Provides management oversight for all external reviews and/or audits of the agency.
- Responsible for reporting on fulfillment of compliance goals to the Chief Compliance Office for reporting to the Compliance Committee at least quarterly.
- Adheres to guidelines for reporting as described in the compliance plan.
- Responsible for agency response to all regulatory-related inquiries.

Qualifications

Education: MS in Healthcare Administration or Business Administration, combined with orientation specific to healthcare, preferred. BS in Healthcare or Business Administration with 5 years' experience required. Equivalent education and experience may be substituted for the education, certification and experience requirements.

Credentials: N/A

Experience: At least 5 years compliance experience in health care compliance with progressively responsible administrative and leadership or consultative positions, with direct experience in internal audits, incident management.

Physical Demands/Work Environment: The physical demands/work environment 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 individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk, use hands to type and/or perform light lifting. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The noise level in the work environment is usually quiet.

Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CFC's corporate compliance program. Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

Candidates interested in applying may do so online:

<https://www.cfcrochester.org/about/careers-at-cfc>

OR, cover letters/resumes may be submitted to HASpencer@cfcrochester.org

******Catholic Family Center is committed to leveraging the talent of a diverse workforce to create great opportunities for our agency and our people. EOE/AA Disability/Vet***