**Reports To:** Chief Medical Officer

**Summary:** Responsible for providing leadership and technical expertise in the development and administration of risk management, compliance & regulatory programs, including health, safety, and environment. Assures that all locations are complying with established policies & procedures, and acts as a champion for employee health & safety.

**Essential Job Functions:**

* Develops and implements Provider, RN and MA chart review process to include clinical quality and patient satisfaction.
* Develops audit and review tools to ensure clinical compliance.
* Ensures all regulatory and/or grant related training requirements are met and documented.
* Develops and conducts mandatory employee trainings, including but not limited to HIPAA health, safety & environment (blood borne pathogens, emergency preparedness, infection control, workplace safety, etc.) fraud, waste and abuse, and coercion of minors.
* Monitors, measures & reports internal compliance issues such as incident reports, patient concerns, etc.
* Develops & maintains an employee health program, including employee immunizations.
* Collaborate with other department leaders to ensure that policies & procedures are enforced and take appropriate action if needed.
* Builds ownership and accountability within clinics and ensure systems and processes are defined.
* Develop policies and procedures related to risk, compliance, and quality assurance.
* Designated as the Compliance Officer for the organization.
* Ensures annual malpractice training meets HRSA and FTCA requirements.
* Ensures the board of directors, management, and employees are compliant with the rules and regulations of regulatory agencies, including policies and procedures.
* Ensures that behavior related to health, safety & environment meets company standards.

**Supervisory Responsibilities:** This position directly supervises the Quality Assurance Coordinator.

**Education and/or Experience:** Bachelor’s Degree, preferably related to business or a field within the healthcare industry. Must have at least 5 years’ experience working in a leadership or management capacity within healthcare, preferably a patient-centered or community health center environment. Experience and/or expertise in a clinical function (such as nursing) is preferred.

**Knowledge, Skills, Abilities & Behaviors:**

* Knowledge and understanding of clinic operations in a primary care setting.
* Knowledge of state and federal regulations relating to safety and healthcare compliance, such as OSHA.
* Knowledge of risk management techniques and concepts.
* Excellent communication skills, both verbal and written.
* Must be process oriented with an attention to detail
* Ability to influence without direct authority.
* Ability to make thoughtful decisions on available information and take action.
* Ability to interpret and apply regulatory guidelines in a practical manner.
* Ability to function in a complex, dynamic and fluid environment.
* Ability to organize people and tasks, even when competing priorities emerge.
* Ability to educate and provide concise information through informal and formal discussions.

**Working Conditions:** This position is full time, and will typically work Monday-Friday, 8:00-5:00, with the ability to have a flexible schedule that generally falls within core business hours. This position will generally sit for long periods of time. This position may travel to other clinics to attend meetings or complete audits and reviews.