



POSTITION TITLE: Compliance Officer	REPORTS TO: COO
DEPARTMENT: Administration	FLSA STATUS: Exempt

EXPECTATIONS

Understand and uphold Triple C Housing’s mission, vision, and values, its Compliance Plan, employee handbook, policies & procedures, and code of conduct, by exhibiting the following behaviors: excellence and competence in carrying out responsibilities, collaboration with the team, innovation in best practices, respect, accountability, ownership and a commitment to our community and those we serve.

OVERVIEW

The Compliance Officer oversees the Corporate Compliance Program, functioning as an independent and objective body that upholds compliance, reviews and evaluates compliance issues/concerns within the organization. The position ensures the Board of Trustees, CEO, leadership, management and employees are in compliance with the rules and regulations of regulatory agencies, that policies and procedures are being followed, and behavior in the organization meets the agency Standards of Conduct and Code of Ethics, as well as privacy. This role leads the agency training programs for staff in understanding and adhering to agency compliance standards.

In addition, the Compliance Officer manages certain components of post-award grant contract compliance and performance monitoring. This role pro-actively seeks and shares information about grant requirements and expectations. It supports management to monitor grant(s) compliance and performance, and works with finance and program staff to ensure timely and accurate reporting to uphold agency obligations. As per NJAC 10:37B-5.2 (c): ensures that the organization is informed of its obligations and that controls are established and maintained to support compliance while providing staff with the support and training needed to utilize and adhere to them. The position will serve as the primary point of contact for all external and internal questions regarding post-award grant/contract compliance and reporting.

RESPONSIBILITIES

- The Compliance Officer acts as staff to the CEO and Board of Trustees’ Executive Committee by monitoring and reporting results of the compliance/ethics efforts of the organization and in providing guidance for the Board and senior management team on matters relating to compliance. In collaboration with his/her supervisor, develops, initiates, maintains, and revises policies and procedures for the general operation of the Compliance Program and its related activities to prevent illegal, unethical, or improper conduct.
- The Corporate Compliance Officer serves as:
 - As a channel of communication to receive and direct compliance issues to appropriate resources for investigation and resolution, and;
 - As a final internal resource with which concerned parties may communicate after other formal channels and resources have been exhausted.
- Develops, reviews, and recommends policies and practices to comply with all federal, state, and local regulations pertaining to privacy, safety, records management and related areas; revises existing policies to ensure compliance with all applicable laws.



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- Monitors compliance standards as defined by HIPAA (Health Insurance Portability and Accountability Act); coordinates all aspects of implementation including privacy, security, and training; serves as the HIPAA Compliance and Privacy Officer.
- Directs or oversees the development of a comprehensive quality assurance and records management program; evaluates existing policies and procedures to coordinate internal practices and to ensure compliance with regulations; works closely with branch staff to develop procedures and forms.
- Organizes, conducts, and directs quality assurance audits of various programs in accordance with standards and protocols; prepares or directs the preparation of audit reports and plans for corrective action; coordinates external audits and reviews.
- Reviews or oversees the review of contracts for compliance with privacy and other regulations and to minimize exposure to risk; develops criteria for reviewing contracts and oversees contract-monitoring activities to ensure ongoing compliance.
- Reviews and analyzes legislation and state and federal regulations and guidelines pertaining to privacy, quality assurance, medical records management and related issues; confers with branch managers to discuss the impact of changes in regulations on the various programs; recommends and coordinates any revisions or changes to policy and procedures in response to changes in regulations.
- Coordinates and oversees training and staff development activities in areas pertaining to compliance, privacy, quality assurance, risk reduction, and records management.
- Assures the maintenance of records to ensure that staff and providers have appropriate licensure, credentials, education, training, malpractice insurance, and other required certification.
- Supervises, assigns, directs and reviews the work of assigned professional and support staff; participates in the selection of staff and other personnel decisions as applicable.

Privacy/HIPAA:

- The Compliance Officer serves as the privacy officer, and shall oversee all ongoing activities related to the development, implementation and maintenance of the organization’s privacy policies in accordance with applicable federal and state laws; and performs ongoing compliance monitoring activities.
- In cooperation with the agency Executive Management Team, develops, implements, and maintains agency privacy planning and programming.
- Delivers, or ensures delivery of privacy and compliance training and orientation to all employees, volunteers, professional staff and applicable business associates.
- Participates in the development, implementation, and ongoing compliance monitoring of all business associate agreements to ensure that all privacy requirements and responsibilities are addressed.



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- Reviews all system-related information security plans throughout the organization’s network to ensure alignment between security and privacy practices, acting as a liaison to the communications/information systems staff member, where applicable.

General:

- Serves as agency Ombudsperson. Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all complaints concerning the organization’s privacy policies and procedures in coordination with other similar functions and, when necessary, legal counsel.
- Oversees Carelogic/ECR administration and bench-marking analyses which provide operational snapshots from a compliance perspective that identify the need for further assessment, study, or investigation in ECR compliance and fulfillment of obligations.
- Develops an annual corporate compliance work plan that addresses policies and procedures, regulatory compliance across all programs and services.
- Monitors program and financial audits and provide oversight to ensure prompt response, corrective action plans where indicated. Ensure proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required and that a feedback loop ensures implementation of corrective actions and compliance outcomes.
- Consults with the corporate attorney as needed to resolve difficult legal compliance issues.
- Provide formal compliance education programs to employees, as appropriate to ensure material compliance with the Compliance Plan and applicable laws.
- Oversee and manage the agency Quality Assurance (QA) Committee including compiling the QA plan and reporting to the Board and CEO.
- Oversee record destruction policy in the agency and carrying out compliance.
- Compile an annual compliance report and present it to the CEO and Board as directed.
- Coordinate a regular employee and consumer satisfaction survey(s).
- Remain current on regulatory, technological, and business process trends in community healthcare and social services, as well as effective internal control procedures.
- Perform related duties or responsibilities as assigned or requested.

KNOWLEDGE/SKILLS/ABILITIES

Candidate must be adept in:

- Understanding, interpreting and applying laws and regulations.
- Developing methods for effectively measuring compliance as it pertains to quality management goals and requirements.
- Effective communicator, (written and oral), with the ability to exercise critical thinking skills and exercise sound judgment. Ability to work with large amounts of detailed data and translate data into meaningful information. Prepares clear and concise reports, correspondence, and other written records.



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- Knowledge of Microsoft Office and ability to navigate technology to be able to collect, evaluate and interpret narrative and statistical data.
- Exercising sound independent judgment and discretion within established policy guidelines.
- Demonstrate and promote cultural sensitivity and professionalism.
- Ability to work independently and part of a team.
- Ability to listen attentively insightfully to staff and clients.
- Ability to interview individuals associated with audit subject matter, as well as communicate findings to management,
- Ability to recommend means of obtaining and analyzing transactional data, as well as evaluate the accuracy of business transactions in accordance with company procedures and contracts.
- Strong attention to detail and ability to adhere to deadlines.
- Ability to read, write and speak English language, bilingual a plus.

REQUIRMENTS

- Master’s Degree in human resources field preferred. Bachelor’s degree in psychology, human resources or other life sciences required.
- Minimum of five years’ experience in a healthcare organization; 3 years of supervisory experience.
- Familiarity with operational procedures and regulations is necessary.
- Minimum two years’ experience in grant/contract administration.
- Skillful in database administration.
- Possess a valid driver’s license in state of residence and with driving history compliant with Agency policy.
- Possess First Aid and CPR certification.

PHYSICAL REQUIRMENTS

- Use of standard office equipment (telephone, fax, computer, copier, etc.).
- Moderate physical effort to assist consumers in home environment with daily living activities.
- Ability to walk, stand, sit, stoop, bend, lift, turn, drive, and exercise ability to effectively perform job.
- Ability to operate a motor vehicle safely (car/minivan), using defensive driving techniques.
- Regularly required to walk the floors of the facility, go up and down staircases, to stand frequently.
- Ability to stretch or carry a moderate amount of weight.

Print Employee Name: _____

Employee Signature: _____ Date: _____



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All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. EOE.

1.2025