



## COMPLIANCE SPECIALIST

Department	Compliance		
Supervisor	Compliance Team Lead	Status	Full Time, Non-Exempt
Revised	October 2022	Location	Spokane, WA

Family Impact Network supports public and private efforts to transition under-resourced children and families from crisis to stability. With a focus on outcomes and quality services, FIN is partnering with the Department of Children, Youth and Families and service providers to serve as the Network Administrator in twenty counties in Eastern and Central Washington. Through this work FIN provides resources and services to vulnerable children and families to address safety, prevention, permanency and stability, and overall well-being.

The Compliance Specialist will be responsible for developing contracts, monitoring compliance, and providing quality assurance and technical assistance to providers within an array of family service providers contracted by the Family Impact Network to serve vulnerable children and families. This position is responsible for the ongoing monitoring of performance and contracted client services, supporting evaluation and management of contracts, and providing excellent customer service and quality assurance within the network.

### ESSENTIAL JOB FUNCTIONS

- Works with the Compliance Team Lead to receive guidance and oversight for day-to-day responsibilities;
- Monitor contracts with service providers;
- Monitor contractor performance and evaluate compliance of terms and conditions, including those around child safety, staff qualifications, and general administration;
- Conduct monitoring visits to providers and assist in the development of monitoring of corrective actions as needed;
- Execute monitoring activities with proposed contracted services and is able to review the contractor's ability to fulfill contract requirements;
- Review, conduct, investigate and analyze complaints, identifying trends and patterns;
- Focus on continuing improvement of the network as a result of discoveries in complaints and have daily, direct communication with contractors and providers;
- Develop and present formal written reports to communicate monitoring and complaint results to management;
- Manage complaint tracking system data entry;
- Conduct and participate in special projects, studies and make recommendations or redesign to improve network;
- Assist in the development of Performance Based Contract reviews, reports and processes for measuring, tracking, and analyzing outcomes;
- Liaison with Department of Children, Youth and Families to develop and implement sound quality assurance and quality management procedures;
- Compile reports, maintain up-to-date files and records;
- Manage background checks and professional certification in the system of care, and appropriate application, compliance and tracking;



- Develop procedures relevant to contractual, compliance and quality assurance;
- Maintain familiarity with applicable laws, statute, code, policy and contractual requirements;
- Investigate processes for error source;
- Collect, organize and distribute contractually required documents for all contractors, subcontractors and DCYF;
- Assists Quality Team in developing provider training needs based on contract requirements;
- Other special projects as needed;
- May also work across teams depending upon needs;

### **QUALIFICATIONS**

- Associates degree in Social Work, Administration, or closely related field;
- 2 years' experience in contract compliance or the development and administering of agency procedures and contracts; OR 2 years' progressive responsibility in a front-line or supervisory role within a child-focused setting and/or exposure to performance management;
- Knowledge of system of care and provider networks, preferred.

### **REQUIRED SKILLS**

- Ability to manage multiple priorities and meet deadlines;
- Strong organizational skills and time management;
- Excellent attention to detail and follow-through;
- Ability to handle confidential information in a professional manner;
- Ability to follow up on action items independently while meeting deadlines;
- Ability to identify the distinction between human errors and intentional acts;
- Evidence of being a team player and supportive colleague with strong interpersonal skills;
- Ability to work in a high-pressure, fast-paced environment;
- Ability to be flexible with direction changes and solve problems.

### **ESSENTIAL PHYSICAL SKILLS**

Possess the physical health and stamina to consistently carry out job duties and essential functions over the course of a workday. Ability to operate a motor vehicle and meet FIN standards for acceptable driving record.

### **ENVIRONMENTAL CONDITIONS**

Works in an office environment and remotely with occasional visits to external environments that require driving to and from various locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

### **Disclaimer:**

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All FIN employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.