



## Contract and Compliance Manager

Department	Compliance		
Supervisor	Director of Programs	Status	Full Time, Exempt
Revised	February 2026	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.

Our diverse team brings together a unique range of talents and perspectives. Whether it's leadership, policy, funding, or community advocacy, we do this work because we are passionate about our communities and helping families. We serve a diverse community and encourage applications from qualified individuals who reflect the families served. At Family Impact Network, we believe in the strength that diversity brings to our organization and are committed to fostering an inclusive environment where every individual's unique background and perspective are not only welcomed but celebrated. As we continue to grow, we are actively seeking talented professionals from all walks of life to join our team. We invite individuals of all backgrounds, ethnicities, genders, abilities, and perspectives to apply. Our goal is to build a team that thrives on the unique contributions of each member.

At the core of our organization lies not just our commitment to excellence, but also to the well-being of our employees. We proudly offer a remote/hybrid work model that empowers our team to thrive in their professional roles while accommodating their personal needs.

Complementing our flexible work model, we also offer very generous medical, vision, and dental coverage to our employees and their families at very minimal out of pocket costs. Ensuring health and wellness are always prioritized and putting great value on work-life balance, our generous earned paid time off (PTO) and Wellness hours allow our employees time to recharge and take the time needed for time away from work.

Planning for the future is also essential, which is why we offer fully paid employee group term life insurance benefits as well, safeguarding the future of our employees and their loved ones. Our 401 (k) matching program is top of the line at 6%. We feel assisting our employees in securing their financial stability down the road will not only benefit them personally but also contribute to their overall well-being and success both within and outside the workplace.

The Contract and Compliance Manager is responsible for the day-to-day management and monitoring of performance-based contracting (PBC) services, quality data, contracted client services and oversees management of contract compliance within the Family Impact Network (FIN.) This position provides

oversight to staff responsible for supporting information systems, quality assurance, contracting and compliance of PBC services.

## **ESSENTIAL JOB FUNCTIONS**

- Oversee the Compliance Team and supporting frontline Service Providers and Department of Children Youth and Families (DCYF) program staff;
- Provide leadership, guidance and oversight to Compliance Team members to ensure consistent application of policies, procedures and quality standards.
- Collaborate with the billing Manager and Resource Team Lead to coordinate overlapping services and exchange information;
- Ensure that recommendations for compliance are occurring for quality assurance and programming for children in services;
- Deliver technical assistance, identify and coordinate specific training needs and inform policy to address quality and compliance issues with Service Providers;
- Oversee and inform development of PBC reviews, reports and processes for measuring, tracking and analyzing outcomes;
- Partner with the Quality Development Lead to continue the development of technical systems (Oliver and Agiloft) that meet the needs of resource specialists, providers, and social workers, while collecting necessary data;
- Oversee and support investigations related to potential non-compliance with contracts, policies, and provider procedures, and ensure appropriate corrective actions are implemented.
- Provide analysis of quality and performance data to ensure quality of service delivery;
- Oversee the day-to-day management of the network's contract management policies and procedures that include, at minimum, process for supporting procurement, selection and monitoring of Service Providers;
- Manage the network's quality assurance policies and procedures;
- Build strong relationships with the provider community and FIN partners;
- Participates in necessary quality improvement practices with DCYF and other partners;
- Maintain familiarity with applicable laws, statute, code, policy and contractual requirements.

## **QUALIFICATIONS**

- Associate's Degree (Bachelor's preferred) in Business Administration, Social Work or related field; and
- 1-2 years' experience in project management, social work, or other relevant field.
- Experience in investigating non-compliance related to contracts, policies and provider procedures.
- Experience developing and implementing policies and procedures for monitoring compliance and other contractual requirements.

## **REQUIRED SKILLS**

- Strong project management skills;
- Highly effective problem-solver;
- Proven ability to support and guide a team;
- Excellent communicator (written and orally);
- Ability to develop and maintain professional relationships;



- Ability to provide above standard customer service; and
- Ability to perform well in an evolving team environment while meeting deadlines.

### **ESSENTIAL PHYSICAL SKILLS**

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

### **ENVIRONMENTAL CONDITIONS**

Work in an hybrid/office environment with occasional to frequent 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.

To apply for this position, please send your resume and cover letter to Kellie Miner, HR Generalist at [kellie@familyimpactnetwork.org](mailto:kellie@familyimpactnetwork.org)