

TITLE: Vice President Compliance
PROGRAM: Compliance

PRIMARY FUNCTION/PURPOSE

Primary responsibilities are agency-wide quality improvement, risk management, contract management and standards compliance. Supervises the overall development of the agency TIER Management Information System, IT Department, Community Youth Development Contract.

ESSENTIAL DUTIES AND RESPONSIBILITIES

ADMINISTRATIVE MANAGEMENT

- Office of primary responsibility for contract management and risk oversight.
- Provides President/CEO with reports on agency programs, policies and procedures.
- Participates fully in all agency committees and fulfills all reporting requirements necessary for those committees to function effectively.
 - Chairs the Environment of Care Committee.
 - Chairs the Records Review Committee.
 - Chairs the Performance and Quality Improvement Committee.
 - Chairs the Service Coordination Committee.
 - Chairs the TIER User Group.
- Responsible for the development, coordination and maintenance of agency manuals:
 - TCS Administration Manual;
 - TCS Our Planning Document;
 - TCS Performance and Quality Improvement Manual;
 - TCS Our Planning & Strategic Document;
 - TCS Health and Safety Plan;
 - TCS TIER User's Manual.
 - TCS Risk Prevention and Management Plan.
- Responsible for the agency's forms control program.
- Responsible for maintaining currency of Board of Trustees' Policies and Procedures.
- Office of primary responsibility for Council on Accreditation (COA) compliance:
 - Coordinator for COA Reaccreditation initiatives;
 - Provides training and guidance to staff on all COA matters;
 - Collects, reviews, formats and presents the COA Self Study;
 - Reports serious incidents as required by COA.
 - Presents and maintains COA Maintenance of Accreditation reports.
- Maintains and provides agency statistical data.
 - Responsible for reporting availability of residential care reports to judges & TDFPS.
 - Responsible for collecting and disseminating monthly agency statistics.
- Is the agency's assigned investigator for internal investigations regarding delivery of standards of care to children and staff compliance with agency standards.
- Liaison with CentroMed Health Care Clinics on the Woodlawn and in the KCI Servant's Heart Residential Treatment Services' campuses.

- Serves as the agency's internal auditor of program quality improvement and compliance with contract standards, Council of Accreditation Standards and DFPS licensing standards. Audits agency programs, functions, reports as necessary.

RISK MANAGEMENT

- Responsible for evaluating and reporting risks and coordinating solutions to risks identified by the Environment of Care Committee.
- Responsible for own personal safety, safety of co-workers, and others that enter your work area

CONTRACT MANAGEMENT

- Responsible for administrative oversight of the agency's contractual documents and responsibilities; coordinates with program VPs to ensure adequate and consistent contractual oversight pertaining to client outcomes and contract fulfillment.
- Responsible for the administrative response to contract(s) renewal actions.
- Other—United Way:
 - Oversees the collection and reporting of program data associated with the United Way of Bexar County and San Antonio grants.
 - Completes mid-year and year-end reports in United Way web reporting.
 - Assists in the collection and reporting of United Way financial data.

MANAGEMENT INFORMATION SYSTEMS

- Agency lead in the development of data maintained in the TIER (Totally Integrated Electronic Records) database and applicable operations and reports development.
- Performs internal audits and addresses non-conformities from previous internal audits.

QUALITY IMPROVEMENT PROGRAM

- Responsible for the development, coordination and implementation of the agency's Performance and Quality Improvement Plan and associated committees.
- Regularly reviews agency strategic goals, contractual outcomes and new contracts to ensure appropriate information is being captured and reviewed.

GENERAL EXPECTATIONS

Provide timely services for the programs and staff of The Children's Shelter. Be a role model for other employees by modeling professional deportment, communications and respect for corporate values at all times. Models the agency values of Respect, Compassion, Optimism, Integrity, Innovation, and Excellence.

REQUIREMENTS

- Working knowledge of program operations to include licensing standards, accreditation standards and contract/purchasing management.
- Knowledge of nonprofit management to include budgeting and personnel management.
- Master's degree preferred in business management or related field.
- Favorable background check
- Able to write clearly, accurately, and descriptively using appropriate vocabulary and grammar.

- Skilled in organizing work in an environment with multiple challenges and priorities.
- Ability to engage and communicate effectively with persons from diverse cultures and communities, as well as from different groups.
- Maintain driving license with a 'clear' driving motor vehicle record in accordance with established guidelines of the corporation; access to reliable and safe transportation for self.
- Performs other specified duties as assigned.

DESCRIPTION OF THE WORKING ENVIRONMENT

The working environment is inside and outside. However, supervision of personnel, reacting to service demands will be constant and time-consuming with frequent interruptions. The stress and strain of managing this multifunctional office cannot be underestimated. Generally, a person will have to be in good health with excellent mobility and spirits to sustain the activity necessary to maintain the position.

DESCRIPTION OF ORGANIZATIONAL RELATIONSHIP/REPORTING RELATIONSHIPS

Supervised by: CEO/President

Supervises: IT Manager, CYD Director

Employee: Print Name Signature Date

Supervisor: Print Name Signature Date