

ADP TOTALSOURCE / AIDS FOUNDATION HOUSTON, INC. JOB DESCRIPTION
JOB TITLE: DIRECTOR OF COMPLIANCE

Reports to: Chief Operating Officer
Department: Operations

Status: Regular/Full Time/Exempt
Date: 2020 - 2021

SUMMARY: Job expectations for the Director of Compliance position include the following:

Under the direction of the Chief Operating Officer, the Director of Compliance provides cross department focus for efforts related to compliance with funder regulations, strategic and quality management planning. The Director of Compliance provides oversight responsibility for program auditing, staff training, 340B program oversight and assisting with audits from external sources. The Director of Compliance develops and maintains the organization's risk management program to mitigate potential legal risk to the organization and regulatory compliance risks based on findings; works with other Managers and Directors to achieve integration and high level of work product, effective resource management, and leadership goals; utilizes the strengths of the assigned team, committees, or other resources to meet the goals of the organization. Meets all best practices, quality management, funder, and department goals; provides high-level oversight and verification that work processes and compliance needs are met; and uses data and feedback to better work processes and outcomes. The Director of Compliance develops strategies to achieve organizational goals; identifies external threats and opportunities to programming; adapts strategy to changing conditions, develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results. Understands implications of decisions; aligns work with strategic goals. Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and staff. Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors activities; provides feedback on results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

DUTIES AND TASKS

Planning and Implementation

1. Address compliance concerns/issues among department personnel in order to minimize risk of audit findings.
2. Develop and implement control systems for dealing with violations of compliance guidelines and policies.
3. Assist external auditors during compliance reviews and conduct trainings to departments to identify possible compliance risk and areas of improvement.
4. Reviews and evaluate departmental operating procedures and reports to identify risks or common issues.
5. Performs periodic audits on organizations procedures, processes, data entry, EMR system, program files and documents findings.
6. Collaborate and maintain continuous communication across all departments.
7. Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
8. Utilizes position and knowledge to add to the development of plans.
9. Creates program, department, and agency plan, as appropriate.

10. Implements the agency Strategic, Annual, Quality Management and Departmental plans.
11. Ensures all grant/funder/stakeholder/committee requirements are included in a planning structure.
12. Ensures the appropriate use of resources in planning activities – volunteers, vendors, committees, community partners.
13. Plans to help increase productivity, efficiency, and effectiveness.

Department Development, Compliance and Expectations

1. Ensures integrity by establishing compliance standards and trends; developing action plans for improvements to internal control structure for supportive programs, clinic, and quality management programs.
2. Enhances compliance and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to the quality management process.
3. Establishes compliance strategies by evaluating trends; establishing critical measurements; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change.
4. Responsible for supporting internal and external inquiries and/or audits.
5. Reads, interprets, and implements policies, best practices, guidance, standards to create framework for programming, services, or departmental expectations.
6. Write, interpret, implement, and create department, programming, or service model.
7. Understands and implements program /department organizational development to better services and outcomes.
8. Uses and ensures the compliance of all protocols as required by funding sources.
9. Completes and submits timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards.
10. Knowledge of general office practices and procedures and uses them effectively to streamline work.
11. Reports up to Department Leaders on the overall successes and issues regarding department.

Agency Compliance

1. Work closely with department Managers/Directors to review all departmental policies for compliance issues.
2. Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
3. Follows instructions; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
4. Reads, understands and follows AFH Policies and Procedures.
5. Maintains appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
6. Understands and adds to the outcomes and progress of departmental goals.
14. Attends department, agency-wide staff meetings and other meetings as scheduled.
15. Communicates proactively and professionally with peers and stakeholders through phone and emails.
16. Follow all regulatory requirements for reporting suspected abuse or neglect.

Stakeholder Interactions/Relationships

1. Forms professional relationships with all stakeholders - clients, target populations, donors, volunteers, interns, vendors, and community partners.
2. Ability to be culturally and linguistically competent in serving the needs of diverse clientele including but not limited to all racial, minority, and ethnic groups, substance abusers, homeless, gay/lesbian, bi-sexual, transsexual, and transgender populations.
3. Provide professional level presentations to internal and outside groups on homelessness, housing and HIV and AFH services.

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views.
2. Gives and welcomes feedback.
3. Acts respectfully and supportively towards other team members efforts.
4. Works as a highly cooperative member of the AFH staff and volunteers to accomplish agency and departmental goals.
5. Accepts responsibility and willingness to be accountable by not blaming others for work product or issues.

Supervisory Responsibilities

N/A

EDUCATION AND/OR EXPERIENCE

Level of Education: A Bachelor's degree in Business Administration, Healthcare Administration, Social Science, Political Science, or Public Administration from an accredited college or university preferred

Work Experience: In lieu of a Bachelor's degree, five years of program or non-profit management will be accepted.

Substitutions: Supervision of volunteers and interns can be used for supervision requirement.

Additional Requirements: NA

Computer Skills

To perform this job successfully, an individual should have basic proficiency in database software; Internet software; Spreadsheet software and Word Processing software. Knowledge and experience in database development and/or data management, preferably in a nonprofit setting.

Language Skills

Ability to read and write at a professional level: to read, analyze, and interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public. Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

Reasoning Ability

Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.
2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and in person 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

CORE COMPETENCIES

- **Ethics**- Keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.
- **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.
- **Innovation**-Displays creativity; meets challenges with resourcefulness; generates suggestions for improving work.
- **Adaptability**-Adapts to changes in the work environment; Manages demands; deal with change, delays, or unexpected events.

- **Quality Management**-Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Interpersonal Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Customer Service**-Manages difficult or emotional customer situations; responds promptly to stakeholder needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication**-Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Problem solving**-Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Technical skills**-Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Print Name

Signature

Date