



COMPLIANCE AND EQUITY PROGRAM MANAGER

FULL TIME POSITION

HOURS: M – F (8:00am – 5:00pm)

REPORTS TO: Compliance & Equity Officer

SALARY: Commensurate with Experience

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Bachelor's Degree in Healthcare Administration, Business, Human Resources, Social Work, Sociology, Psychology, or other field related to position responsibilities

REQUIRED EXPERIENCE OR SKILLS: Program implementation and execution skills; strong written and oral communication skills; research skills; statistical and information analysis skills; organizational skills; interpersonal skills; conflict management/resolution skills; collaborative problem-solving skills; knowledge of (or interest in learning) healthcare regulations, employment law, and risk management principles; extensive understanding of racial equity concepts and related initiatives; ability to champion diversity, equity, and inclusion programs and initiatives; demonstrated experience working successfully with diverse constituencies representative of WFM's patient and staff populations.

POSITION DUTIES/RESPONSIBILITIES: Compliance (50%) Assist Compliance and Equity Officer with monitoring and managing compliance with healthcare regulations, including Health Resources and Services Administration (HRSA) federally qualified health center requirements, Health Insurance Portability and Accountability Act (HIPAA) privacy rules, and Federal Tort Claims Act (FTCA) policies. Assist Compliance and Equity Officer with maintaining information and managing compliance with current employment law requirements. Assist Compliance and Equity Officer with monitoring and managing compliance with Equal Employment Opportunity Commission (EEOC), Occupational Safety and Health Administration (OSHA), and other employment regulatory agencies' rules and requirements. Assist Compliance and Equity Officer with maintaining and revising policies and procedures for the general operation of the organization to ensure legal, ethical, and otherwise proper conduct; assist Compliance and Equity Officer with enforcing adherence to all requirements. Assist Compliance and Equity Officer with managing WFM's online compliance reporting system and facilitating investigation and response to patient safety, patient privacy, and other compliance issues. Assist Compliance and Equity Officer and Equity Review Committee with WFM's internal grievance process; assist with managing the factfinding and resolution phases of grievance process; employ conflict resolution skills to assist with staff and patient issues concerning various legal compliance requirements and WFM policies and procedures. Assist Compliance and Equity Officer and Human Resources Director with employee matters involving compliance and risk management.

Assist Compliance and Equity Officer and Risk Management Officer with monitoring and administering health center's risk management activities. Participate on various committees including, but not limited to, Compliance and Performance Improvement (CPIC) and Quality and Safety Committee (QSC). Assist Compliance and Equity Officer with preparing compliance status reports for internal management and regulatory agencies as required. Assist Compliance and Equity Officer and Human Resources Director with providing professional development and training regarding compliance and equity matters; develop training materials as needed.

Equity (50%) Assist the Compliance and Equity Officer with engaging employees at all levels of the organization to identify and address equity concerns. Assist the Compliance and Equity Officer with engaging employees at all levels of the organization to identify opportunities to improve organizational culture related to equity, such as developing and implementing diversity, equity, and inclusion initiatives and policies. Assist with facilitation of the Internal Equity Committee; work with other committee leaders to create and disseminate committee meeting agendas and work materials for each meeting. Work with Internal Equity Committee leaders and subcommittees to assist with fulfillment of committee goals; ongoing development and implementation of committee goals and initiatives resulting from iterative assessment of relevant organizational needs. Attend External Equity Task Force meetings and assist with the collection of data necessary to inform task force operations. Plan and assist with community outreach and education programming and related meetings/events to further racial equity initiatives and increase health literacy and access to healthcare in underserved communities. Work with the Human Resources Director, Compliance and Equity Officer, and other employees and committees to support equitable recruiting and hiring practices and identify opportunities to implement equity initiatives; build relationships with community partners and other organizations to cultivate job candidate referral sources. Assist Compliance and Equity Officer and Patient Advocate with fielding staff and patient complaints related to equity-related matters; facilitate investigation and resolution of such complaints. Assist with iterative employee and patient satisfaction survey process to ensure equity lens is included in survey design, participation, analysis, and follow-up. Work with consulting firm to facilitate internal organizational assessment; schedule on-site workflow and manage assessment-related correspondence from WFM staff, board members, and patients to consulting firm staff

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.