

WALLA WALLA COMMUNITY HOSPICE

Administrative Operations and Compliance Officer

Purpose: Responsible to Executive Director for federal and state regulatory compliance, organizational policies and procedures, advising management on possible risks, oversees safety and quality assurance program, HIPAA compliance serving as privacy officer, human resources onboarding and employee development, internal controls, monitoring and achievement of the organization's mission.

Qualifications:

- Passion for hospice care and philosophy
- Preferred Bachelor's degree in business administration or related field
- 4+ years work-related experience required in clinical management or related field
- Work effectively as part of a multidisciplinary team in a positive, professional manner which supports the mission of the organization
- Establish criteria and/or work procedures to achieve a high level of quality, productivity and service with the ability to work autonomously, take initiative, set priorities, and organize work
- Possess critical thinking skills with the ability to trouble shoot, identify viable options and problem solve
- Detail oriented, adaptable, and able to successfully manage multiple projects
- Excellent interpersonal communication, verbal and written communication skills, including public speaking
- Exhibits sound and accurate judgement; includes appropriate people in decision-making process
- Excellent computer/technology skills and proficiency in electronic medical records
- Possess current driver's license and use of dependable, insured vehicle and maintain a clean driving record

Functions:

- Ensures compliance with all types of government and other regulatory requirements, Medicare Conditions of Participation, licenses, reporting, standards of practice, incident reporting, annual review of policies and procedures which apply to all aspects of the organization
- Manages HIPAA requirements, compliance program, safety program, emergency preparedness (fire drills, risk assessment and mitigation plan), internal and peer audits and quality assurance program. Ensures continued readiness for accrediting bodies and on-site surveys
- Oversees the quality assessment and performance improvement (QAPI) program and Casper reports, including review of patient care charts for accuracy and

completeness; monitors and reviews progress of improvement plans and reports results as required

- Participates in regular interdisciplinary group (IDG) meetings and offers team support
- Coordinates and documents staff education among all disciplines
- Human resources onboarding and maintaining a culture which attracts, keeps, and motivates a diverse staff of top quality people
- Implements employee satisfaction surveys, reviews and implements improvement plan
- Conflict resolution and other human resource duties as assigned
- Coordinates WWCH wellness program
- Provides ongoing maintenance and security of personnel records in a timely manner
- Participates in the interview process, gives input, and orients new staff
- Performs and documents exit interviews, closing, storing and retention of employee files
- Provides other administrative support as directed

The position is on an at-will basis. This means that either the employee or the employer may terminate the employment relationship at any time, with or without notice or reason, unless expressly prohibited by law.

Employee Signature: _____

Date: _____