

Walla Walla Community Hospice
1067 Isaacs Ave.
Walla Walla, WA 99362
(509) 525-5561

Position Description: Operations and compliance officer

Purpose: Responsible to Executive Director for federal and state regulatory compliance, organizational policies and procedures, 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
- Coordinates review of medical insurance, retirement plan, employee satisfaction surveys and WWCH wellness program
- Provides ongoing maintenance and security of personnel records in a timely manner
- Interviews, make recommendations for hiring to Executive Director and orients new staff
- Performs and documents exit interviews, closing, storing and retention of employee files
- Provides other administrative support as directed

Employee Signature: _____

Date: _____