

CAREER
OPPORTUNITY

COMPLIANCE & QUALITY ASSURANCE MANAGER

Health & Social Services Department
County of Solano

SALARY: \$114,729–\$139,454 Annually DOE/DOQ
Plus longevity pay for qualifying public service

The County of Solano seeks an experienced health and human services compliance and quality assurance professional to lead the Compliance and Quality Assurance program and staff, and oversees the continuance of the great work we are doing across personnel, programs and fiscal matters for the largest department in the County: Health and Social Services. This position also serves as the Chief Privacy Officer for the Department and ensures that the department's business and provider practices are compliant with federal, state and local regulations and requirements. This position works collaboratively with all divisions across the department including Child Welfare, Behavioral Health and Public Health (which includes Federally Qualified Health Centers). We are looking for an excellent communicator, relationship builder and administrator, and a leader who is committed to operational excellence. This is an exciting opportunity for a dynamic leader to oversee a clinic system within a County organizational environment while having a profound impact on improving the health of a community.



*The Place for People
to Live, Learn,
Work & Play.*



THE COUNTY

Solano County is a unique place with a mix of rural and suburban lifestyles with easy access to all of the urban amenities. Solano County is the only California County to have received the 100 Best Communities for Young People recognition from America's Promise Alliance six times since the award began in 2006. Situated midway between San Francisco and Sacramento, Solano County is home to rolling hillsides, waterfronts and fertile farmland. County residents can enjoy day trips to the San Francisco Bay area, Lake Tahoe region and the Napa and Sonoma Valleys. With a mild climate, plenty of open space, and proximity to lakes, rivers and mountains, residents can enjoy year round outdoor recreational activities like fishing, boating, skiing, hiking and biking. Solano County's fiscal year 2018/19 operating budget is approximately \$1 billion, which supports 19 departments serving a community of approximately 440,000. With its strategic location, affordable housing, history of responsible land use planning and attractive quality of life, Solano County provides a great place for our citizens to live, learn, work and play.

For more information about the community, please watch this video:
www.solanocounty.com/media/Depts/HR/HRSolanoImages.wmv





THE DEPARTMENT: *HEALTH & SOCIAL SERVICES*

Over the years, the County has integrated services to form one single department, Health and Social Services (H&SS), which today is the largest department in the county, with an approximate operating budget of \$322 million, a senior and executive management staff of eight and approximately 1,300 employees working in multiple office locations across the county. The department delivers services and programs to residents in seven cities and is organized into six divisions: Administration, Medical Services, Public Health Services, Behavioral Health Services, Employment and Eligibility Services and Child Welfare Services. The organization is nationally recognized for its programs and known across the state as leaders in partnering with community and public service leaders. Through countywide planning and coordination, the County's role in health care includes providing clinical services and health care assistance, alcohol, drug and mental health services, dental services and protecting the community from public health threats as well as social service programs. While focusing on the Board of Supervisors' priorities, H&SS operates its programs and services efficiently and effectively, using technology, innovation and creativity to increase productivity and enhance the quality of services provided to our citizens. The shared vision of the Board of Supervisors, County employees, community partners and volunteers support our strong commitment to our clients to provide excellence in service delivery.



THE JOB & IDEAL CANDIDATE

The Compliance and Quality Assurance Manager oversees the Compliance and Quality Assurance program and reports to the Assistant Director of H&SS. This position works as part of an interdisciplinary senior management team and is responsible for improving efficiencies, identifying and assessing areas of compliance risk, preparing recommendations to reduce risk, coordinating with other internal and external agencies, advocating for and fostering a culture of compliance throughout the Department. The success of this position depends on their ability to be a compliance and quality expert and a relationship builder and collaborative business partner with other agencies. *The ideal candidate for this position will have:*

EMPLOYMENT STANDARDS

EDUCATION: Bachelor's degree or higher from an accredited college or university with major in accounting, business administration, finance, health administration, public administration, social work or closely related field; AND

BACKGROUND: four years of:

- ◆ Responsible professional level experience in a public or nonprofit social services or public health agency performing regulatory compliance, quality assurance and/or regulatory investigations **and/or**
- ◆ Supervision of a health care or social services unit.

LICENSING: possess a valid California Driver's license, Class C by appointment

REQUIRED to obtain a Healthcare Compliance Certificate from the Health Care Compliance Certification Board within one year of appointment.

S/He will possess the ability to recognize and implement opportunities for operational efficiencies, foster a collaborative environment between all levels of the organization (staff and agencies) as well as outside state and federal agencies. This person will be an innovative thinker who can lead compliance and quality assurance programs, foster a culture of continuous quality improvement, build positive and trusting relationships with others, and demonstrate integrity. This person requires both the ability to see the big picture as well as understand the details to achieve effective solutions. The incumbent will manage competing demands, and reflect the County's Core Values of:

INTEGRITY. Is ethical and fair.

DIGNITY. Treats all persons with respect.

EXCELLENCE. Provides quality, integrated, sustainable and innovative public services.

ACCOUNTABILITY. Takes ownership, is fiscally responsible and results driven.

LEADERSHIP. Is personally responsible and is a positive example to others.





In addition to the above, the ideal candidate will:

- ✦ Serve as the chair of the Department's Compliance Committee and Chief Privacy Officer.
- ✦ Ensure the protection of health information and the rights of patients.
- ✦ Institute and manage a Code of Conduct and other policies and procedures to ensure compliance.
- ✦ Monitor department policies and procedures to ensure regulatory changes in all federal and state laws are integrated.
- ✦ Monitor provider and evaluate effectiveness of customer care, service delivery methods, and procedures, and ensure compliance with applicable regulations.
- ✦ Identify compliance vulnerability in department business practices.
- ✦ Oversee the development and implementation of compliance training programs.
- ✦ Provide input and recommendations for the division's budget, approve expenditures and payment claims.
- ✦ Establish and monitor division goals, and evaluate performance of staff.
- ✦ Create a positive employment culture for staff and provide career development, mentoring and training.
- ✦ Develop and maintain positive and collaborative partnerships with local community partners and statewide, federal leaders and agency staff to develop, implement or promote programs and projects for the division.



COMPENSATION & BENEFITS

The salary for this position is **\$114,729–\$139,454 annually DOQ/DOE**. Salary is supplemented by a generous benefit program that includes the following elements:

RETIREMENT/PENSION: Pension formula of 2% at age 60 or 2% at age 62 based on provisions of the California Public Employees' Pension Reform Act of 2013 (PEPRA). The County participates in Social Security.

LONGEVITY PAY: 2.5% longevity pay, per level, after the completion of continuous service at 10, 15, 20, 25, 30 and 35 years. Employees may receive credit for prior years of service employed with California cities, counties, joint power authorities and other special districts.

HEALTH: health, dental, vision, life, and long-term disability insurance plans. Health: offer a cafeteria-style medical package offered through CalPERS; the County contributes towards family coverage and offers a cash back provision for employee-only, or waive of other insurance coverage.

LEAVE ALLOWANCES: in addition to a generous vacation benefit, the County provides 80 hours of administrative leave (pro-rata during the first fiscal year), sick leave benefits (12 days/year) plus 13 paid holidays.



SAVE THE DATE

Interviews will take place on **August 29 & 30** (selected candidates will need to be available for both days)

HOW TO APPLY

This position is open until filled, apply by
JULY 25 for first consideration.

wbrowncreative.com/job-board/

QUESTIONS?

Call **541.664.0376** or
866.929.WBCP (9227)

or email Wendi at
wendi@wbrowncreative.com