

# Community Rebuilders

## An Equal Opportunity Employer

### **Compliance and Quality Assurance Specialist**

Community Rebuilders seeks a dynamic, results-oriented individual to serve as a Compliance and Quality Assurance Specialist. The position plans, directs and delivers internal auditing and compliance programs within the organization as well as external auditing of sub-recipients. Under administrative direction of the Director of Data and Quality Assurance, the position is an at-will hourly position.

#### Key Responsibilities of the Position Include:

- Assist with policy implementation and oversight promoting compliance with Federal, state and local regulations and requirements.
- Monitor and consistently improve the performance level, accountability and reporting of HUD and Veteran Administration contracts to maximum consumer service and results.
- Audit with the intent of maximizing consumer experience, cost and management effectiveness, and efficiency of projects.
- Review and understand regulatory, statutory and administrative policies associated with programs to foster improved performance, accountability, cost effectiveness and greater service to the public.
- Develop and implement project corrective actions and improvements.
- Assist with instituting, maintaining, and revising appropriate policies and procedures to ensure compliance with the requirements of Federal programs with an essential focus on HUD CoC funded projects.
- Monitoring and reviewing contracts and grants to ensure regulatory and fiscal compliance with Federal and state laws and coordinating compliance issues with fiscal oversight staff.
- Creating and maintaining an effective line of communication between the Compliance and Quality Assurance staff and all project employees.
- Assist with complaints and appeals ensuring consumer rights are adhered to, including a hotline to receive complaints or questions; establish a process whereby the anonymity of complainants is ensured.
- Identifying potential areas of compliance vulnerability in CR business practices and areas at high risk of non-compliance and ensuring corrective action plans are developed to reduce these risks.
- Providing input and recommendations for the division budget in order to fund existing and new programs and services.
- Representing CR by publicizing the quality management and compliance program to the community and establishing appropriate community outreach efforts.
- Prepares and conducts complex audit and audit reports, including statistical, programmatic and administrative information, evaluations and strategies on project performance and issues.

- Recommends appropriate corrective action to complex problems and oversees recommended changes.
- Conducts focus groups and evaluates and reports on consumer satisfaction to the leadership team.
- Ensure feedback surveys are provided to all participants at regular intervals throughout service delivery. Track data collected over time for trends.
- Monitor all project outcomes at least quarterly.

Education & Experience Requirements:

- Equivalent to graduation from a four-year college or university with a major in Accounting, Business Administration, Finance, Health Administration, Public Administration, Social Work, or a closely related field.
- Four years of responsible professional level experience in a public or non-profit 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.
- At least two years of experience evaluating and auditing federal projects

The Ideal Candidate Will Have the Ability to:

- Work collaboratively with staff in the divisions to solve compliance problems, come up with solutions, and develop ways to help divisions come into compliance.
- Develop strong interpersonal relationships with all levels of staff within the organization to support creative problem solving, strategic thinking, and positive solutions.
- Utilize outstanding proactive leadership and communication skills to assist the organization and its staff in maintaining its high-performance, team-based organization.
- Review and interpret accounting and government contracts to ensure accuracy of information and calculations and conformance with policies, procedures, and guidelines.