



## Compliance & Contracts Administrators

**Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" The Children's Shelter is waiting for you! Since 1901, The Children's Shelter has touched countless lives and every year, serves over 4,000 children and parents. Become part of a growing team providing high-quality, trauma-informed care for children and families.**

The Compliance and Contracts Administrator will ensure quality assurance through monitoring, evaluating, and reporting trends linked to safety, well-being, and performance outcomes. The Compliance and Contracts Administrator completes key related tasks and risk management pertaining to internal policies/procedures, Council on Accreditation, contracts, and HHSC Child Regulation licensing standards. Duties range from administrative tasks such as data entry, tracking systems, internal audits, and analytical tasks such as reviewing, collecting, compiling, and analyzing data. The Compliance and Contracts Administrator will primarily focus on all agency programs. The Compliance and Contracts Administrator will collaborate with the Vice President of Compliance and Shared Services, President/CEO, Chief Operating Officer, and agency Program Directors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Present monthly high-level data regarding state investigations, program deficiencies, trends, and sampling concerns to the Board of Directors Risk Mitigation Committee. In addition, this position documents the minutes for every meeting.
- Support the Vice President of Compliance and Shared Services in facilitating the Environment of Care Committee monthly. Responsible for creating the agenda and documents minutes for every meeting.
- Facilitate the Performance and Quality Improvement quarterly meetings in conjunction with the Vice President of Compliance and Shared Services.
- Coordinate the Case Records Review process with all programs and departments.
- Track and manage investigation reports identifying regulatory risks and deficiencies with policies/procedures, contracts, and licensing.
- Create, revise, and maintain program forms, spreadsheets, and tracking systems.
- Provide subject matter expertise for the usage of the Kaleidacare System.
- Perform a wide range of data entry, data collection and data analysis.
- Track mandatory program reports to ensure delivery is submitted timely.
- Monitor compliance and track all licensing standard deficiencies, corrective action plans, and technical assistance.
- Coordinate with programs for performance improvement plans, if needed.
- In collaboration with the Vice President of Compliance and Shared Services, conducts staff training pertaining to reporting, supervision, and other identified training.
- Provides administrative support for residential contract(s), on-going reporting requirements and renewal process.
- Support programs with Council on Accreditation requirements and accreditation process.
- Ensure agency abides by Council of Accreditation and Praesidium guidelines.
- Support quality management by conducting regular program audits and observations to ensure implementation of program practices and procedures.
- Monthly reviews of documentation include serious incident reports, and other assigned tasks.
- Create, initiate, maintain, and revise policies and procedures for the general operation of the compliance department in conjunction with the Vice President of Compliance and Shared Services.
- Support agency wide risk management initiatives by reporting, evaluating, and coordinating solutions to safety risks identified.
- Support programs during DFPS Contracts annual audits.

## **REQUIREMENTS**

- Bachelor's degree in the human services field required.
- Must be eligible to work for licensed DFPS contractor.
- 2 – 3 years of compliance experience required.
- Working knowledge of residential services to include HHSC Childcare Regulation/licensing minimum standards for General Residential Operations (GRO) and Child Placing Agencies (CPA).
- Computer literate with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Ability to gain expertise on the use of the electronic client file system Kaleidacare.
- Strong organizational, analytical, creative thinking and problem-solving abilities.
- Knowledge of traumatized children, impact of child abuse and neglect, and the foster care system.
- Strong written communication skills.
- Skilled in organizing work in an environment with multiple challenges and priorities.
- Ability to engage and communicate effectively with persons from diverse cultures and communities, as well as from different groups.
- Maintain driving license with a 'clear' driving motor vehicle record in accordance with established guidelines of the agency, access to reliable and safe transportation for self.

***The Children's Shelter is an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.***

We offer employment opportunities at our various locations. For current opportunities visit our website [www.childrensshelter.org](http://www.childrensshelter.org) or view job postings at:

2939 W. Woodlawn Ave.  
San Antonio, TX 78228  
Monday-Friday 8am-5pm

Volunteer opportunities are also available.  
The Children's Shelter is an Equal Opportunity Employer.