



## **Compliance Support Specialist**

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 Support Specialist will ensure quality assurance through monitoring, evaluating and reporting trends linked to safety, well-being and performance outcomes. The Compliance Support Specialist completes key related tasks and risk management pertaining to internal policies/procedures, Council on Accreditation, contracts, Family Tapestry, 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 Support Specialist will primarily focus on Residential Programs, but will provide support to other agency programs, as needed. The Compliance Support Specialist will collaborate with the Director of Compliance and Contractual Services, VP of Residential Services, and other agency Program Directors.

### **Responsibilities Include:**

- Tracks and manages investigation reports identifying regulatory risks and deficiencies with policies/procedures, contracts and licensing.
- Conducts random weekly observations to ensure implementation of safety practices and safety plans.
- Designs and maintains program forms, spreadsheets, and tracking systems.
- Provides subject matter expertise for the usage of Kaleidacare System.
- Performs a wide range of data entry, data collection and data analysis.
- Tracks mandatory program reports to ensure delivery is submitted timely.
- Tracks all licensing standard deficiencies, corrective action plans, and technical assistance.
- Monitors compliance of corrective action plans and technical assistance.
- In collaboration with Director of Compliance, conducts staff training pertaining to incident reporting, supervision, and other identified training.
- Administrative support for residential contract(s), on-going reporting requirements and renewal process.
- Support programs with Council on Accreditation requirements and accreditation process.
- Supports quality management by conducting regular program audits and observations to ensure implementation of program practices and procedures.
- Daily reviews of documentation include incident reports, medication logs, work orders and other assigned tasks.
- Create, initiate, maintain and revise policies and procedures for the general operation of the compliance department in conjunction with the Director of Compliance and Contractual Services.
- Supports agency wide Risk Management initiatives by reporting, evaluating, and coordinating solutions to safety risks identified.
- Supports programs during DFPS Contracts/Family Tapestry annual audits.
- Updates Kaleidacare database to reflect regulatory changes and ensures that documentation meets expectations.

### **Requirements:**

- Working knowledge of residential services to include HHSC Childcare Regulation/licensing minimum standards for General Residential Operations (GRO).
- Computer literate with Microsoft Office (Word, Excel, PowerPoint, Outlook)

- Ability to gain expertise on the use of the electronic client file system Kaleidacare.
- Bachelor's degree in the human services field required.
- Strong organizational, analytical, creative thinking and problem-solving abilities.
- Knowledge of traumatized children, impact of child abuse and neglect, and the foster care system.
- Must be eligible to work for licensed DFPS contractor
- 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.*

You can apply on-line by visiting our website [www.childrensshelter.org](http://www.childrensshelter.org) or in person at:

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