



## Job Description

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<b>TITLE:</b>	<b>Quality and Compliance Coordinator</b>	<b>JOB CODE:</b>	3904
<b>DEPARTMENT:</b>	Juvenile Services	<b>FLSA:</b>	Non-Exempt
<b>PREPARED:</b>	January 20, 2014		
<b>UPDATED:</b>	August 31, 2020	<b>LOCATION:</b>	Farmington, NM

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**Summary:** Under the direction of the Juvenile Services Director, the Quality and Compliance Coordinator (QCC) must be enthusiastic, organized, motivated and ambitious to effectively manage compliance activities to maintain all necessary controls (policies & procedures, backgrounds, certifications, audits, etc.) as well as maintain documentation. The QCC must have excellent interpersonal communication skills, positive and out-going attitude, and conscientious to ensure Juvenile Services is compliant with applicable laws and regulations. Serves as a resource for staff seeking assistance with compliance related concerns and corrective actions.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Manages accreditation for all areas of the department, which includes collecting and maintaining compliance samples, ensuring procedures are consistent with mandated policies, conducting in-house audits, and preparing for accrediting agency audits.
- Serves as PREA Coordinator and assists and provides guidance and corrective actions.
- Assists in developing, reviewing, and maintaining division policies and procedures.
- Develops and maintains tracking system for routine employee CYFD and NCIC background checks.
- Confers with facility training coordinator and management to gain knowledge of specific work situations requiring employees to better understand changes in policies, procedures, regulations, and technologies.
- Formulates teaching outline and determines instructional methods; conducts training sessions; tests employees to measure progress and to evaluate effectiveness of training.
- Serves as HIPAA Privacy Officer ensuring compliance with privacy regulations.
- Serves as Records Custodian ensuring and complying with recordkeeping requirements of Title 42 of the Public Health and Welfare federal regulation for monitoring, reporting, and maintaining documents; perform periodic audits.
- Handles sensitive and confidential data and ensures the quality and integrity of all information produced.
- Provides internal QCC process audits and prepares quarterly reports including audits on outside contracts with Juvenile Services.
- Monitors safety workplace standards; conducts safety trainings; assists with safety violation investigations and implementing corrective actions; ensure compliance with County's safety program, OSHA, and other federal/state laws.
- Provides for emergency position/shift coverage for both Detention and Shelter when needed.
- Uses excellent customer service skills to establish and maintain effective working relationships with all employees and members of the general public
- Performs other related duties as assigned.

**Required Knowledge, Skills and Abilities:**

- Knowledge of the laws and regulations relating to Juvenile Facility Operations.
- Knowledge of training and instructional principles, practices and techniques.
- Knowledge of County policies and procedures.
- Excellent written and oral communication skills, organization skills and attention to detail are required.
- Skill in interpreting and applying relevant federal, state and local laws, ordinances and regulations.
- Skill in administering HIPAA privacy regulations and PREA requirements.
- Skill in prioritizing and planning work activities to use time and resources effectively.
- Skill in working independently or as a team member.
- Skill in planning and implementing policies and procedures.

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- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in the use of a personal computer and standard business software.
- Ability to read, analyze and interpret the most complex documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to make effective presentations on controversial or complex topics to management, public groups, and/or boards of directors.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.

**Education and Experience:**

- Minimum age requirement of 21 years.
- Minimum 4 years combined administrative and criminal justice work experience and post-secondary education in criminal justice or related field. Bachelor's Degree in criminal justice or related field, preferred.
- Demonstrated work experience in the criminal justice system with an offender and substance abuse population.
- Experience writing policy and procedures.
- Valid NM State driver's license or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office and correctional facility setting. Working conditions are typical adult detention facility settings; involves the potential for high stress levels and exposure to hostile situations; some non-standard work hours may be required.
- May be subject to physical altercations with inmates which may require restraining and/or physically relocating inmates. At times, staff may be called upon to assist with moving unconscious adults in emergency situations for medical treatment. May be required to climb stairs to facilitate appropriate inmate supervision; supervision of inmates may require prolonged walking, standing or sitting. May be required to lift up to 50 pounds or more to accommodate the operational requirements of the facility.
- Full-time work hours for this position consist of rotating shift work, nights and weekend shifts and overtime. Rotating shifts is a requirement for the operations of this facility.
- May be subject to extended periods of intense concentration in the review of documents and reports.
- Vision requirement: peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
- Noise level is typical of a business office with computers and printers, light traffic.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

**Equipment and Tools Utilized:**

- Equipment utilized includes but is not limited to: computerized and conventional office equipment, two-way radios and security equipment, including cameras, recorders, monitors, visitation, transport navigation devices, key control equipment, clocking in biometrically, inmate control devices and/or other emergency medical equipment necessary to accomplish Cardio Pulmonary Resuscitation (CPR) and/or mobile defibrillator associated with initial first aid response, or other devices necessary to accommodate the operational needs of a detention environment.

**Approvals:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_