



# Quality and Compliance Coordinator

## Mission of our Organization

NPA's mission is to provide leadership and support for the growth, innovation, quality and success of the Programs of All-Inclusive Care for the Elderly (PACE) model of care.

## What We Seek

NPA seeks someone with a strong interest in healthcare compliance to join our mission-driven organization. The Quality and Compliance Coordinator will support the organization's commitment to ensuring access to the PACE model of care, while maintaining quality and adherence to regulatory requirements. The Quality and Compliance Coordinator is responsible for providing project management and support to initiatives across the Quality and Compliance department.

Under the direction of the SVP, Quality and Compliance, the Quality and Compliance Coordinator collaborates with cross-departmental teams to support the planning, coordination, scheduling, implementation, reporting and evaluation of quality and compliance program projects and initiatives in support of strategic goals. The Quality and Compliance Coordinator is a strong project manager who communicates openly, recognizes strength in diversity, performs best on a team with a focus on members, is held accountable and holds others accountable to follow-through.

## Sample Responsibilities

- » Manage department projects by maintaining project plans to ensure on-time completion and well-defined business outcomes and results;
- » Facilitate meetings among NPA staff, NPA members, vendors, and external stakeholders, including preparing meeting agendas and summarizing and communicating meeting results;
- » Track and report progress against set plans and provides routine status reports to key internal and external stakeholders;
- » Identify process improvement opportunities, as well as barriers to project success. Alert project lead to barriers and risk points when and where appropriate;
- » Research and analyze topics of interest and draft reports;
- » Act as a trusted collaborator to NPA staff, NPA members, vendors and external stakeholders by researching and sharing best practices, facilitating information gathering sessions and identifying potential solutions;
- » Provide facilitation support for virtual meetings (e.g., setup virtual meetings in application, setup polls in virtual meeting applications, monitor chat during virtual meetings, take meeting notes);
- » Support other association-wide projects (e.g., conference support) and assist with various membership-related initiatives as needed; and
- » Participate in assigned meetings, events and training as required.

## HIPAA

This position is not authorized to access, utilize or view protected health information (PHI).

## Knowledge, Skills and Abilities

- » Excellent writing, editing, analytic, and communication skills
- » Ability to function well in a small project-centered, team environment and work collaboratively with other staff and a wide variety of internal and external constituencies, including members
- » Superior organizational skills and a demonstrated ability to multi-task and adjust priorities, as necessary, and manage multiple concurrent projects
- » Strong project management skills to coordinate multiple activities and meet tight deadlines, while maintaining attention to detail
- » Strong virtual meeting coordination and moderator skills (e.g., Zoom, GoToMeeting)
- » Excellent Microsoft Office products (Access, Excel, PowerPoint, and Word)

## Education

Bachelor's degree in health-related field required

## Experience

- » Minimum of two (2) years of applicable experience supporting project planning and coordination, preferably in a healthcare or older adult services related setting
- » Experience participating in healthcare quality and/or compliance programs preferred

## Working Conditions

Small, fast-paced team remote office environment. Normal sitting and standing activities for an office environment. Use of phones and computers for extended periods of time. Utilize office equipment and communication technologies for conference calls and teleconference meetings/webinars. Travel as needed to meetings and conferences.

## Compensation and Benefits

- » Full-time salary with competitive salary based on experience and qualifications
- » Excellent benefits package; NPA pays 100% of the employee's premium for Medical, Dental, Vision, Short-Term and Long-Term Disability coverage, AD&D coverage, and Long-Term Care coverage
- » Retirement savings plan
- » Generous paid time off program

## To Apply

Please submit a cover letter with your resume to [hiring@npaonline.org](mailto:hiring@npaonline.org) with **"Quality and Compliance Coordinator"** in the subject line. Due to the large volume of resumes expected to be received, only those candidates selected for an interview will be contacted.

If you need assistance or accommodations submitting your application materials, please contact us at [hiring@npaonline.org](mailto:hiring@npaonline.org).

NPA is an Equal Opportunity Employer

NPA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We strongly encourage applicants from underrepresented groups to apply.