



AGENCY COMPLIANCE OFFICER

DEFINITION

Under general direction, plans, organizes and directs activities of a comprehensive compliance and privacy function within the Health and Human Services Agency (HHS or Agency); provides agency-wide functional oversight of regulatory compliance, privacy protection, and continuing quality improvement activities across all federally and state-funded Agency divisions and its contracted providers; ensures compliance with all applicable laws, policies, contractual requirements and ethical standards; serves as a primary advisor to the Agency executive leadership team on compliance and privacy matters; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Health and Human Services Agency and/or Chief Assistant Director, Health and Human Services Agency. Exercises direct or general supervision over professional, paraprofessional, technical and administrative support staff either directly or through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a single-position management classification assigned to HHS responsible for directing and administering the Agency's compliance, privacy, Continuous Quality Improvement (CQI) plan and regulatory oversight functions. The incumbent provides expert guidance to Agency leadership on agency-wide compliance obligations, risk mitigation, CQI, and privacy matters. Successful performance of the work requires knowledge of federal and state laws, regulations, and guidance related to health and human services compliance, privacy, and program integrity; and the ability to interpret and apply such to evaluate new and existing policies for adequacy to address the objectives of compliance programs; coordinate audits and corrective actions; and monitor Agency adherence to statutory and contractual requirements.

This classification is distinguished from Deputy Director, Health and Human Services Agency in that the latter oversees a major operational division and program service delivery within the assigned division.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Develops, implements, and evaluates policies, procedures, monitoring systems, internal controls and corrective action plans to ensure adherence to complex federal and state program requirements, including but not limited to HIPAA, Medi-Cal, Medicare and Medicaid regulations, Title VI, Title IX, Title 42, the Welfare and Institutions Code and other applicable laws and contractual requirements.
- Coordinates Agency communications and interactions with federal and state regulatory agencies on compliance and privacy matters, including responding to inquiries, preparing documentation, and supporting external audit activities.
- Leads, coordinates, and facilitates the Agency's Compliance Committee and related compliance, privacy, and process improvement initiatives; provides guidance to division leadership regarding regulatory expectations and best practices.
- Conducts and oversees compliance and privacy audits, monitoring activities, investigations, and risk assessments; identifies findings and coordinates the development, implementation, and follow-up of correcting action plans.
- Receives and responds to reports of potential compliance or privacy incidents/ ensures appropriate documentation, investigation, follow-up, and requires state or federal reporting.
- Reviews and recommends compliance and privacy components of Business Associate Agreements and provider monitoring processes to ensure alignment with applicable regulatory requirements, in coordination with County Counsel and program divisions.

- Provides guidance and coordination to compliance or quality assurance staff assigned within Agency divisions to ensure consistent application of regulatory standards and monitoring procedures.
- Analyzes and interprets new or revised federal and state regulations, guidance, and information notices; advises Agency leadership of operation impacts and recommends necessary policy or process changes.
- Develops and delivers compliance, privacy, and ethics training programs for Agency staff, contractors, and providers; maintains documentation systems to track training completion.
- Prepares reports, analysis, position statements, and draft responses to audit findings, corrective action requirements, or regulatory inquiries.
- Collaborates with County Human Resources, County Counsel, on compliance matters involving investigations, employee conduct, disciplinary processes, or legal interpretation.
- Oversees privacy-related records management processes, including breach notification protocols, documentation, and compliance with retention and destruction requirements.
- Participates in and supports continuous quality improvement activities by evaluating compliance-related processes, identifying opportunities for operation improvement, and recommending enhancements to increase program effectiveness and reduce risk.
- Represents the Agency in compliance-related meetings, committees, multi-jurisdictional workgroups, and presentations to Agency leadership, Chief Administrative Office, and other stakeholders.
- Operates a motor vehicle to travel to County facilities, provider sites, community locations, and other off-site meetings, audits, investigations, and inspections necessary to carry out compliance, privacy, and quality-improvement responsibilities.
- Perform related duties as assigned

Education & Experience Requirements (typing “See Resume” in application will not be accepted)

QUALIFICATIONS

Knowledge of:

- Federal and state laws and regulations governing health and human services program compliance, including but not limited to Medicare, Medicaid, HIPPA, Title VI, Title IX, Title 42 and Welfare and Institutions Code, and related regulatory frameworks.
- Principles and components of an effective compliance and privacy program, including auditing, monitoring, reporting mechanisms, investigations, training, corrective action planning and risk assessment.
- Standards, guidance, and expectations issued by federal and state oversight bodies, including the Centers for Medicare and Medicaid Services (CMS), Office of Inspector General (OIG), Office for Civil Rights (OCR) California Department of Health Care Services (DHCS), and California Department of Social Services (CDSS).
- Methods and practices for conducting internal audits, investigations, and program reviews; evidence documentation; and reporting of compliance and privacy issues.
- Principles and practices of public administration including policy development, program evaluation, organization analysis, and process improvement.
- Research and analysis methods; techniques for interpreting complex regulatory materials; and best practices in translating regulatory requirements into operational practices.
- Principles and practices of effective supervision, training, coaching and performance management.
- Techniques for effective communication, facilitation, conflict resolution, and collaboration with individuals and groups across diverse functional areas.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Interpret, analyze and apply highly complex federal and state laws, regulations, and guidance related to health and human services compliance, privacy, and program integrity.
- Identify areas of compliance vulnerability, conduct risk assessments, develop, implement, and monitor corrective action plans.
- Conduct or oversee internal audits, monitoring activities, and investigations; prepare clear well-supported findings; and recommend effective solutions.
- Develop, implement, and evaluate policies, procedures, systems, and processes that ensure Agency-wide compliance with applicable requirements.
- Communicate effectively and authoritatively with federal and state regulatory bodies, including preparing written responses to inquiries, audits, and findings.
- Provide clear and accurate interpretation of regulations to staff, managers, and leadership, and translate regulatory requirements into practical guidance.
- Develop, coordinate, and deliver training and education programs for compliance, privacy, and ethical requirements.
- Exercise sound judgment in handling sensitive, confidential, or complex issues; maintain objectivity and independence in compliance-related determinations.
- Establish and maintain effective working relationships with internal departments, contracted providers, regulatory agencies, and community partners.
- Plan, organize, supervise, train and evaluate the work of assigned staff.
- Manage multiple priorities, work under pressure, adapt to changing regulatory environments, and meet deadlines.
- Safely operate a motor vehicle and travel to various locations in the performance of compliance, privacy, audit, investigation, and oversight duties.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, law, health administration, social or behavioral sciences, public health or a closely related field. A master's degree in a related field is highly desirable.

AND

Six (6) years of increasingly responsible professional health or human services programmatic experience performing regulatory compliance, privacy, auditing, and program integrity which has included interpreting regulations, conducting complex analyses, developing and implementing program policies and corrective actions. At least two (2) years must be in a public-sector Health and Human Services entity, and at least three (3) in a supervisory or management capacity.

Licenses and Certifications:

- Possession of and ability to maintain a Healthcare Compliance Certification issued by the Compliance Certification Board (CCB), within twelve (12) months of appointment.
- Possession of and ability to maintain, a valid California or Nevada driver's license and satisfactory driving record by time of appointment.
- Certifications in Healthcare Privacy and Security (CHPS), Healthcare Quality (CPHQ), Association of Workplace Investigators (AWI), or an active membership in the California State Bar is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle; and travel to various sites for meetings or project oversight; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, and reach; must possess the ability to lift, carry, push, and pull materials up to 25 pounds. Reasonable accommodation will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to attend meetings outside of regular working hours.

History

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