



The **Family Center** envisions a future where all New Yorkers thrive in secure healthy communities. Our mission is to provide holistic care and support to individuals and families affected by life-altering events to create a path to healing, stability and a fulfilling future. Please visit our website at www.thefamilycenter.org for more information.

The Family Center is seeking a full-time **Behavioral Health Compliance Manager**. The Behavioral Health Compliance Manager is responsible for ensuring that all agency billable programs remain in compliance with respective governing regulations and protocols. Coordination, completion and reporting results of compliance audit activities, as well as remaining current with OMH and OASAS regulations are the key functions of this position. This position reports to the Deputy Executive Director of Behavioral Health and Support Services.

Primary Responsibilities

- Report monthly on clinics' compliance with state regulations, including monitoring of improvement in areas identified as needing remediation
- Develop and implement Quality Assurance and Improvement protocols to maintain/improve engagement and retention of clients, quality of service delivery and client achievement of intended program outcomes
- Assist in developing and implementing a compliance training plan with clear compliance performance objectives for staff
- Conduct case reviews with staff to highlight commonly made documentation errors and provide examples of documentation that meets best-practice standards
- Assist with billing compliance audits
- Assist in analyzing utilization patterns
- Assist in developing policies and programs that encourage staff to report suspected fraud or impropriety without fear of retaliation
- Conduct mock audits and investigations to assess for staff deficiencies and to specifically identify where corrective actions are needed
- Review, investigate and report on all department incidents.
- Re-evaluate areas of previously identified deficiency to assess for improvement
- Periodically advise and update the clinic programs
- Forward communications received relevant to compliance
- Other duties as assigned

Required Qualifications

- Master's Degree and license in Social Work or its equivalent
- Minimum three years' experience providing services in a clinic program
- Experience managing/meeting contractual and regulatory agency mandates
- Demonstrated attention to detail
- Excellent written and verbal communication skills

Location: This position is eligible for hybrid work. Our office is located at 493 Nostrand Avenue, Brooklyn, NY

Starting Pay Range: \$70,000.00 - \$80,000.00 per year

Schedule: Full-time, exempt

Employee Benefits: The Family Center offers a highly competitive benefits package, which includes medical, dental and vision insurance, Long-Term Disability insurance, a 403(b) retirement plan, a pension plan, a Flexible Spending Account (FSA), Life Insurance, commuter benefits, a tuition reimbursement program, paid federal holidays, summer Fridays and other early leave days throughout the year, a generous vacation policy, and extensive professional training and development opportunities.

The Family Center is a registered 501(c)(3) nonprofit, and is an eligible employer for the Public Service Loan Forgiveness Program.

At The Family Center, we are dedicated to creating a positive work environment for our team. We value relationship-building and collaboration within and across its departments. We also greatly value and appreciate our team members, their well-being and work-life integration. We strive to create a workplace where staff feel supported and receive ongoing coaching, training and opportunities for growth. The Family Center is also committed to diversity, equity and inclusion (DEI) and has a DEI program that all team members have the opportunity to participate in and contribute to.

How to Apply

Please email a resume and cover letter indicating your salary requirements to jobs@thefamilycenter.org with the subject line "Behavioral Health Compliance Manager." The Family Center greatly appreciates the time and effort that candidates put into their applications, and carefully reviews each one. Due to a high volume of applicants, however, the Family Center is only able to contact those candidates that are selected for further consideration.

Equal Opportunity

The Family Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment 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.