



POSITION OBJECTIVE: To perform monitoring of NWFHN Behavioral Health and/or Child Protection contracts in order to manage risk, support efficient and effective performance and document compliance with all applicable federal, state, local and NWFHN regulatory requirements.

ESSENTIAL FUNCTIONS:

- Understand, support and promote the organization's mission, vision and values and uphold the professionalism of the organization.
- Assist in conducting annual risk assessment to ensure appropriate level and frequency of subcontractor monitoring.
- Assist with development and updating of programmatic and administrative monitoring tools based on state, federal, and contract guidelines.
- Participate in the development of subcontractor monitoring schedule.
- Assess and analyze service provision and quality of documentation of NWFHN sub-contracted service providers based on Florida Statute, Florida Administrative Code, NWFHN Operating Policies, contractual requirements and/or Federal requirements.
- Conduct programmatic and administrative contract monitoring and prepare written report of review findings, to include strengths and areas needing improvement.
- Collaborate with Contract Management staff, agency program staff, and subcontractor staff to create Corrective Action Plans, when necessary. Monitor progress of corrective action tasks and conduct onsite follow-up to ensure implementation, as needed.
- Provide technical assistance and guidance related to best practices to improve provider programmatic and administrative processes involved in service delivery.
- Assist in development, maintenance, and updating of NWFHN policies and procedures.
- Assist NWFHN with other duties as assigned.

This list of essential functions is not intended to be exhaustive. NWFHN reserves the right to revise this position description as needed to comply with actual job requirements.

NWF Health Network
Contract Monitor

QUALIFICATIONS:

REQUIRED:

- Bachelor's Degree in social work, education, counseling or related human services field from an accredited college or university
- Experience in quality assurance and/or data analysis

PREFERRED:

- Master's degree in social work, education, counseling or related human services field from an accredited college or university
- Experience working for a non-profit organization, social service organization, or government agency
- Consultation experience or training in program improvement

SKILLS:

- Excellent written, oral and interpersonal communication skills; as well as strong team building and teamwork skills
- Excellent organizational and project management skills
- Ability to establish and maintain effective working relationships with others
- Strong analytical and problem- solving skills
- Strong working knowledge of law and rule
- Proficiency in Microsoft Office desktop applications
- Strong research and problem- solving skills
- Ability to examine data in order to identify trends and/or issues

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee's Signature

Supervisor's Signature

Date

Date