



Job Description

Title: Program Administrator

Division(s): Compliance & Quality Performance Management (QPM)

Reports to: Compliance Officer & Vice President of QPM

Summary: The Program Administrator provides support for the Compliance and QPM departments to ensure the effective, efficient, and professional implementation of administrative, quality assurance/improvement and compliance initiatives. The Program Administrator supports department operations and schedules. This position also requires communication with internal and external stakeholders, so excellent communication skills are essential.

Essential Duties and Responsibilities:

Compliance and Quality Performance Management

- Provide full administrative support for meetings/trainings/activities as directed. Create and distribute meeting minutes, training and other Compliance/QPM materials then track and follow up with the receipt of attestations where necessary.
- Assist the QPM and Compliance team members in collecting, formatting and collating presentation slides for meetings and trainings.
- Support tracking of ongoing compliance with quality, training, and regulatory requirements of network provider agencies, board members, CBC committees and vendors.
- Maintain up-to-date written documentation, policies and procedures related to agency and program quality and compliance operations.
- Develop and implement administrative procedures for the Compliance and QPM departments.
- Under the supervision of the CO & VP of QPM, perform administrative tasks related to participants' Request for Records and Fair Hearings, which include pulling records, drafting appropriate letters and sending records via encrypted, secure method.
- Support project management for Compliance and QPM Trainings/activities quarterly and as needed.

General Administrative Support

- Prepare and monitor department calendars meetings, trainings, and events and work to resolve conflicts as they arise.
- Order department supplies and equipment when needed.
- Manage tasks related to extracting, cleaning, and sending data to the CBC Data Team for the purpose of measuring performance across network providers.
- Develop and maintain a system to manage all files, both paper and electronic, to ensure accessibility and accuracy of record keeping.
- Prepare reports on department/projects activities and identify any barriers to meeting designated timeframe for completion. Keep reports and records up-to-date.



- Recommend improvements in system workflows to increase efficiency and work with relevant staff to change and monitor approved improvements as needed.
- Collaborate with various departments and agencies to ensure timely incident reporting, project completion and meeting strategic goals and key performance indicators.
- Perform other duties as assigned.

Minimum Education & Experience Requirements:

- Minimum educational requirement – Bachelor’s degree.
- Minimum of 3 years of administrative experience supporting core programmatic functions.
- Experience in a work environment that includes multiple stakeholders.
- Has significant familiarity with non-profit organization management and can work well in a fast-paced environment. Can work with department staff to recommend systems of efficiency.
- Understands business implications of decisions, and can align responsibilities with department goals, while using administrative tasks to achieve organizational goals.
- Has the ability to independently conceptualize, execute and document projects from inception to completion.
- Preference will be given to candidates with experience serving and/or developing systems who serve persons with chronic health conditions, behavioral health conditions, persons experiencing homelessness, and persons with Medicaid.

Skill Requirements:

- Knowledge of New York state’s behavioral health landscape including knowledge of its behavioral health providers.
- Impeccable organizational skills with strong attention to detail.
- Excellent written and verbal communication skills.
- Knowledge of Microsoft Forms or similar application.
- Solid demonstrable skills in Microsoft Office Suite – with medium to advanced knowledge of Excel, Word and PowerPoint.
- Comfortability managing and manipulating data.
- Excellent technological skills including Zoom and willingness to learn new systems.
- Strong technological skills in use of software and web-based computer applications, including but not limited to Word, Excel, Outlook, and PowerPoint.
- Ability to multi-task, manage and appropriately prioritize between competing projects.
- Able to demonstrate flexibility and adapt quickly to change.
- Excellent interpersonal skills.



Additional Information -- DEI Statement

CBC's enterprise-wide commitment is to foster a more diverse, equitable and inclusive workplace. We are focused on developing, engaging, and retaining a diverse workforce and leadership team because the more our workforce reflects the diversity of our participants, the better and more authentically we serve them and improve enterprise operations.

Our core values of integrity, respect, maximizing the individual potential, maintaining a supportive work environment and being data informed allow us to provide effective, timely, equitable and people-centered services which is the key to positive health outcomes for those we serve.

Employee Signature: _____ **Date:** _____

Employee Name (PRINT): _____

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.