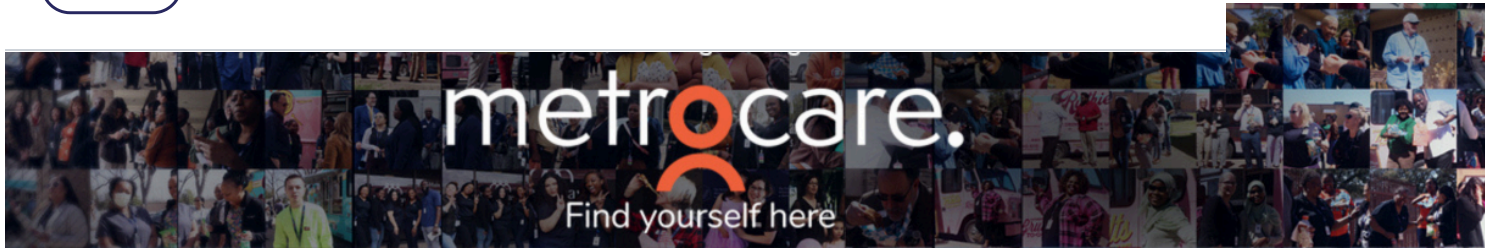




Apply



## Chief Compliance Officer

Apply

 Dallas, Texas Full time Posted 17 Days Ago R-100389

Are you looking for a purpose-driven career? At Metrocare, we serve our neighbors with developmental or mental health challenges by helping them find lives that are meaningful and satisfying.

Metrocare is the largest provider of mental health services in North Texas, serving over 55,000 adults and children annually. For over 50 years, Metrocare has provided a broad array of services to people with mental health challenges and developmental disabilities. In addition to behavioral health care, Metrocare provides primary care centers for adults and children, services for veterans and their families, accessible pharmacies, housing, and supportive social services. Alongside clinical care, researchers and teachers from Metrocare's Altshuler Center for Education & Research are advancing mental health beyond Dallas County while providing critical workforce to the state.

### Job Description:

The Chief Compliance Officer oversees and manages compliance within the organization. The position ensures the Center and its employees are following regulatory, contractual and accreditation requirements, internal policies and procedures, and that behavior in the organization meets the company's Standards of Conduct. The Chief Compliance Officer is responsible for providing guidance to the Board of Trustees and executive/senior management on all matters related to compliance.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential functions listed here are representative of those that must be met to successfully perform the job.

### Compliance Officer Role & Responsibilities:

- Ensures that all departments are following HIPAA, HITRUST and other accreditation standards that apply to Metrocare.
- Monitors compliance with federal, state, and local regulatory requirements: Stays abreast of laws and regulations that might affect the organization's policies and procedures.
- Develops, initiates, maintains, and revises policies and procedures for the general operation of the compliance program and its related activities to prevent illegal, unethical, or improper conduct.



# Chief Compliance Officer

Apply

continuing currency and relevance in providing guidance to management and employees.

- Collaborates with other departments to direct compliance issues to appropriate existing channels for investigation and resolution.
- Consults with General Counsel as needed to resolve difficult legal compliance issues.
- Responds to alleged violations of rules, regulations, policies, procedures, and Standards of Conduct by evaluating or recommending the initiation of investigative procedures to the appropriate department.
- Develops and oversees a system for uniform handling of compliance related violations.
- Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and risk, develops and implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
- Provides reports on a regular basis, and as directed or requested, keeps the Corporate Compliance Committee and senior management informed of the operation and progress of compliance efforts.
- Ensures proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate or required.
- Manages the compliance hotline.
- Institutes and maintains an effective compliance communication program for the organization, including promoting: (a) use of the compliance hotline; (b) heightened awareness of Standards of Conduct, and (c) understanding of new and existing compliance issues and related policies and procedures.
- Works with the Human Resources Department and others as appropriate to develop an effective compliance training program, including appropriate introductory training for new employees and ongoing training for all employees and managers.
- Monitors the performance of the Compliance Program and related activities on a continuing basis, taking appropriate steps to improve its effectiveness.
- Ensure contractors and agents who furnish medical services to the health system are aware of the requirements of the compliance program with respect to coding, coverage, billing, marketing, etc.
- Responds to government investigations and queries as the principal point of contact.
- As applicable, develops, implements and monitors corrective actions with all health system departments, providers and sub-providers, agents and, if appropriate, independent contractors.

## Privacy Role & Responsibilities:

- Oversees all ongoing activities related to the development, implementation, maintenance, and adherence to Metrocare policies and procedures regarding privacy of and access to protected health information (PHI) in compliance to federal and state laws and health system privacy practices.
- Ensures that periodic risk assessments and ongoing monitoring of key elements of the privacy program are monitored, including privacy notices, consents, authorizations, and business partner agreements.
- Develops, implements and maintains the organization's information privacy policies and procedures in coordination with executive/senior management the Quality Council.
- Serves in a leadership role for the compliance committee's activities.
- Performs information privacy risk assessments and conducts related ongoing compliance monitoring activities in coordination with Metrocare's other compliance and operational assessment functions.
- Works with management, key departments, and committees to ensure the organization has and maintains appropriate privacy and confidentiality consent, authorization forms, and information



# Chief Compliance Officer

Apply

are addressed.

- Establishes with management and operations a mechanism to track access to protected health information, within the purview of the organization and as required by law and to allow qualified individuals to review or receive a report on such activity.
- Works cooperatively with all departments in overseeing patient rights to inspect, amend, and restrict access to protected health information when appropriate.
- Establishes and administers a process for receiving, documenting, tracking, investigating, and acting on all complaints and violations concerning the organization's privacy policies and procedures in coordination and collaboration with other similar functions and, when necessary, legal counsel.
- Ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all individuals in the organization's workforce, extended workforce, and for all business associates, in cooperation with Human Resources, administration, and legal counsel as applicable.
- Initiates, facilitates and promotes activities to foster information privacy awareness within the organization and related entities.
- Reviews all system-related information security plans throughout the organization's network to ensure alignment between security and privacy practices and acts as a liaison to the information systems department.
- Maintains current knowledge of applicable federal and state privacy laws and accreditation standards, and monitors advancements in information privacy technologies to ensure organizational adaptation and compliance.
- Serves as information privacy consultant to the organization for all departments and appropriate entities.
- Cooperates with the governmental auditors, other legal entities, and organization officers in any compliance reviews or investigations.
- Works with administration, legal counsel, and other related parties to represent the organization's information privacy interests with external parties (state or local government bodies) who undertake to adopt or amend privacy legislation, regulation, or standard.
- Develop and present reports to the Board of Trustees as requested.
- Coordinates with appropriate Metrocare departments and units to ensure timely development and implementation of corrective action plans in response to monitoring deficiencies and complaints.



## Information Security Role & Responsibilities:

- Oversee all ongoing activities related to development, implementation, maintenance of, and adherence to Metrocare policies and procedures covering security of and access to protected health information (PHI) in compliance with federal and state laws and health system security practices.
- Ensure the periodic risk assessment and ongoing monitoring and reporting of key elements of the security program.
- Collaborate with the Information Technology Team regarding:
  - The development and enforcement of information security policies and procedures, measures and mechanisms to ensure the prevention, detection, containment, and correction of security incidents.
  - Ensuring that security standards comply with statutory and regulatory requirements regarding health information.
  - Ensuring that security policies are maintained, including administrative security, personnel security, physical safeguards, technical security, and transmission security.
  - Assurance that appropriate documentation exists of response of the institution to the addressable portions of the security rule.

# Chief Compliance Officer

Apply

- Serves as an institutional resource regarding matters of informational security.
- Cooperates with governmental auditors, other legal entities, and organization officers in any compliance reviews or investigations.
- Works with administration, legal counsel, and other related parties to represent the organization's information security interests with external parties (state or local government bodies) who undertake to adopt or amend security legislation, regulation, or standard.
- Coordinates with appropriate Metrocare departments and units to ensure timely development and implementation of corrective action plans in response to monitoring deficiencies and complaints.
- Other duties as assigned.

## COMPETENCIES:

The competencies listed here are representative of those that must be met to successfully perform the essential functions of this job.

- Conducts job responsibilities in accordance with the ethical standards of conduct, state and federal contracts, accreditations, appropriate professional standards and applicable state/federal laws.
- Knowledge of health care claims, billing systems, and processes.
- Strong understanding of mental health, substance use and intellectual and developmental disability treatment and care.
- Knowledge of legal and regulatory issues related to health care information, service delivery and medical records management.
- Analytical skills, professional acumen, business ethics, thorough understanding of continuous improvement processes, problem solving, respect for confidentiality, and excellent communication skills.
- Thorough knowledge of limitations and capabilities of computer systems, communications technology, and state-of-the-art application software systems.
- Exhibit practiced and seasoned business and organizational leadership skills; demonstrate interpersonal/ emotional intelligence.
- Possesses a proven track record of leading and managing groups.
- A well-rounded communicator with effective verbal and written communication skills and demonstrated ability to communicate at all levels of the organization and with people of different backgrounds, practices active listening.
- Demonstrated success at breaking down complex regulations to provide guidance to direct care staff.
- Excellent organizational skills with the ability to prioritize workflow and meet deadlines.
- Ability to handle multiple tasks and multiple projects simultaneously.
- Able to work autonomously with minimal or no supervision.
- Able to maintain a high level of professionalism and confidentiality.
- Able to work collaboratively with all levels of management and direct care employees with ability to resolve conflict.

## QUALIFICATIONS

### EDUCATION AND EXPERIENCE:

- Advance Degree (Master's, PhD, or JD) in Healthcare Administration, Public Health, Health Law, or a related field.
- Minimum of 12 years of experience in a health care organization, including progressive leadership responsibilities. Candidates with fewer years of experience may be considered only if the experience is highly concentrated in a community health center setting.



# Chief Compliance Officer

Apply

- Strong leadership skills with a history of effective team management, cross-functional collaboration, and organizational influence.
- Comprehensive knowledge of federal and Texas state healthcare laws, regulations, and standards, including HIPPA, CMS guidelines, and other applicable compliance frameworks.
- Understanding of coding and reimbursement systems, including familiarity with CPT, ICD-10, and related billing practices.
- Knowledge of risk management principles, and performance improvement strategies within a healthcare organization.
- Proficient in and familiarity with healthcare technology systems, including compliance tools, electronic health records (EHRs), and data management applications.

**DRIVING REQUIRED:** Yes

## MATHEMATICAL SKILLS:

- Ability to work with reports and numbers.
- Ability to calculate moderately complex figures and amounts to accurately report activities and budgets.

## REASONING ABILITY:

- Ability to effectively address complex business issues and problems, work collaboratively and deal with multiple variables simultaneously.
- To reason in abstract concepts.
- To understand distinctive complex programs.
- To understand the clinical process and consumer populations within a behavioral health care environment.
- Ability to make sound judgments.
- Ability to plan, organize, coordinate and assist in carrying out the Center's mission.
- Ability to work under pressure.
- Ability to coach, develop and assist staff in achieving results.

## COMPUTER SKILLS:

- Use computer, printer, and software programs necessary to the position (i.e., Word, Excel, Outlook, and PowerPoint).
- Ability to utilize Internet for resources.

## CERTIFICATIONS, LICENSES, REGISTRATIONS:

- Current State of Texas Driver License or if you live in another state, must be currently licensed in that state. If licensed in another state, must obtain a Texas Driver License within three (3) months of employment.
- Liability insurance is required if an employee will operate a personal vehicle on Center property or for Center business. Must be insurable by Center's liability carrier if employee operates a Center vehicle or drives personal car on Center business. Must have an acceptable driving record.

## PHYSICAL DEMANDS & WORK ENVIRONMENT

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable



# Chief Compliance Officer

Apply

---

The position may require sitting in excess of 4-6 hours a day.

## TRAVEL:

- In county travel will be routinely required as necessary to meet at Metrocare sites.
- In state travel will be routinely required to attend meetings, conferences and trainings as needed.
- Must be willing to travel as deemed necessary by the CEO.

## NOTICE ON POSITIONS THAT REQUIRE TRAVEL TO/FROM VARIOUS WORKSITES

Positions that are "community-based," in whole or part, require the incumbent to travel between various worksites within his/her workday/workweek. The incumbent is required to have reliable transportation that can facilitate this requirement. The incumbent is further required to meet the criteria for insurability by the Center's risk management facilitator; and produce proof of minimal auto liability coverage when applicable. Failure to meet these terms may result in disciplinary action up to and including termination of employment, contract, or other status with Metrocare.

## WORK ENVIRONMENT:

The work environment described here is representative of that which an employee encounters while performing the essential functions of this job. Reasonable accommodation can be made to enable individuals with disabilities to perform the essential functions.

- The noise level may vary between low and mild.
- The work environment should not be unusually hot or cold.

## Benefits Information and Perks:

Metrocare couldn't have a great employee-first culture without great benefits. That's why we offer a competitive salary, exceptional training, and an outstanding benefits package:

- Medical/Dental/Vision
- Paid Time Off
- Paid Holidays
- Employee Assistance Program
- Retirement Plan, including employer matching
- Health Savings Account, including employer matching
- Professional Development allowance up to \$2000 per year
- Bilingual Stipend – 6% of the base salary
- Many other benefits

## Equal Employment Opportunity/Affirmative Action Employer

Tobacco-Free Facilities - Metrocare is committed to promoting the health, well-being, and safety of Metrocare team members, guests, and individuals and families we serve while on the facility campuses. Therefore, Metrocare facilities and grounds are tobacco-free.

## No Recruitment Agencies Please

## Welcome

Metrocare is the largest provider of mental health, developmental disability and permanent supported housing services in Dallas County serving over 50,000 children, teens and adults annually. For over 55 years, Metrocare has provided a broad array of services



# Chief Compliance Officer

ss outreach, and  
and has numerous  
lies Nurturing

Apply

Follow Us



© 2025 Workday, Inc. All rights reserved.

