NON-CONTRACT ROLE DESCRIPTION

JD6196

ROLE TITLE:	Contracts Compliance and Utilization Coordinator	**ROLE DESCRIPTION NO.:**	6196
DEPARTMENT:	Contracted Long Term Care & AL; Community Health Services	**HEABC REFERENCE NO.:**	18721611
REPORTING TO:	Manager	**HSCIS CODE:**	03999
CLASSIFICATION:	NCEM/Range 6	**JOB CODE:**	91885

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, the Contracts Compliance and Utilization Coordinator supports the consistent contract management, performance management, compliance and reporting of contracted services within the department in accordance with established policies and practices and provides business decision support to internal interest holders and Finance. Key areas of active involvement and accountability include supporting contract management, performance management and contract compliance activities, gathering and coordinating reporting requirements, analyzing financial and utilization data, maintaining reporting and database systems for proposed and contracted service providers, developing and informing best practice policies and strategies through research and assessment, developing and enabling controls to support early problem identification, ensuring contract compliance and quality service delivery, and capturing and analyzing outcome indicators associated with contracted services.

DUTIES AND RESPONSIBILITIES:

1. Coordinates contract administration activities, maintains contract records and renewals, tracks service provider deliverables and complies information to support contract performance and compliance reviews.

2. Supports and informs program leadership and operational teams regarding contract management practices, contract performance management requirements, reporting requirements, utilization trends, service provider performance, quality improvement initiatives, standards, and operational processes and procedures.

3. Provides day-to-day work direction and supervision to assigned support staff and contributes to performance management discussions and documentation in consultation with the Manager.

4. Working closely with Island Health Financial Planning/Analyst staff, assists with the receipt, review, reconciliation, and processing of monthly invoices, including tracking and verification of supporting data, correcting invoices, accessing Powerchart, PARIS, Procura (or other like databases) data as needed, and monitoring of invoices and expenses involved with the contract expenditures to ensure relevant and accurate records. Makes corrections as required.

5. Supports and ensures the appropriate and timely organizational actions in accordance with organizational contract management policies and direction, maintaining awareness of contractual and legal requirements, including contract terms, service deliverables, performance expectations, and reporting requirements to maximize business advantages and ensure contract compliance and quality service delivery.

6. Conducts data analysis by utilizing a variety of data manipulation and management techniques and compiling information, analyzing and interpreting the data and reporting the findings to assist in trending, comparing and benchmarking activities to inform program decision making. Liaises with Manager for the overall provision of data as a communication tool to inform decision making.

7. Develops, maintains, and troubleshoots contract database(s) and promotes the use of best business practices. Identifies and resolves any reporting requirement issues, and acts as a liaison between Island Health and external partners, if necessary.

8. As required, in consultation with the Manager, responds to requests for information to support interest holder needs. Coordinates report gathering and data collection activities, compiles a variety of reports and documents by collecting information, analyzing data, validating results, and generating reports for presentation, including contract compliance, performance indicator, and utilization reports, ensuring accuracy and professional presentation.

9. Assists in the development, maintenance and improvement of analysis, auditing and reporting tools, and documents, templates, and protocols.

10. Provides expertise in data and information business practices by participating in selected working groups and/or committees and performing industry-wide research and assessment.

11. Participates in the ongoing development, implementation and evaluation of program objectives, practices, and policies to support ongoing program standardization and formalization across the Health Authority.

12. Carries out responsibilities in accordance with health and safety requirements. Immediately reports unsafe situations by notifying supervisor or other appropriate personnel.

13. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Bachelor's degree or Diploma in Business Administration or related field supplemented by three (3) years of recent, related contract administration, business analysis and financial planning experience in a large public or not-for-profit organization, or an equivalent combination of education, training and experience.

Skills And Abilities

- Demonstrated financial planning, monitoring and reporting expertise.
- Extensive knowledge of health and business administration.
- Advanced technical computer skills in word processing, spreadsheet and database usage.
- Demonstrated analytical and problem solving skills.
- Broad knowledge of accounting, administrative and contract management principles and practices.
- Results oriented within a high-pressure working environment with numerous critical timelines.
- Demonstrated excellent written and oral communication skills to communicate in a clear, compelling and understandable manner in order to represent the program and organization.
- Demonstrated ability to develop and maintain effective working relationships with internal and external partners.
- Demonstrated ability to work independently and in collaboration with others.
- Demonstrated ability to organize and prioritize workload, ensuring a high degree of accuracy and meeting all deadlines.
- Demonstrated ability to effectively organize information and records.
- Physical ability to carry out the duties of the position.