

Quality & Compliance Manager

Every role at Radiant Health Centers exists for the same reason; to ensure anyone who needs care - individuals who are un-housed, experiences mental health challenges, or living with HIV- receives care they need and deserve.

Behind every number in a UDS report is a person who did or didn't get screened. The Quality & Compliance Manager checks whether the record matches the reality, and surfaces the gap when it doesn't. This role turns data into accountability, and accountability into better care for the people Radiant serves.

ABOUT RADIANT HEALTH CENTERS

Radiant Health Centers (formerly AIDS Services Foundation of Orange County) is the region's only FQHC Look- Alike focused on LGBTQ+ health and individuals living with or affected by HIV. For four decades, Radiant has served Orange County with medical care, behavioral health, harm reduction, case management, HIV/STI testing, and prevention services — all grounded in compassion, dignity, and health equity.

Our Mission

Radiant Health Centers provides compassionate and comprehensive health services to all underserved individuals in Orange County, with a special focus on the LGBTQ+ community and those living with and affected by HIV.

ABOUT THE ROLE

The Quality & Compliance Manager puts Radiant's Quality & Compliance Committee Charter and Policy into practice across every department. You will lead quality monitoring, regulatory compliance validation, documentation audits, and performance reporting and work closely with our Data Analyst to make sure what Radiant reports is backed by what Radiant can document.

Reports to: VP of Healthcare Operations **Supports:** Quality & Compliance Committee

Collaborates with: Data Analyst, Operations Leadership, Integrated Clinical Services, Finance

WHAT YOU'LL DO

- **Support the Quality & Compliance Committee.** Prepare quality and compliance reports, monitor the performance indicators defined in policy, track Committee-directed corrective actions, and maintain documentation of oversight activities.
 - **Monitor quality performance.** Validate UDS measures, value-based indicators, care gap closure rates, and clinical protocol adherence; conduct documentation audits; and develop and monitor Corrective Action Plans.
 - **Oversee regulatory compliance.** Monitor adherence to HRSA Section 330 requirements, support Scope of Project and Sliding Fee Discount Program compliance, and assist with Operational Site Visit readiness.
 - **Protect HIV program and grant integrity.** Monitor documentation supporting Units of Service under Ryan White Part A and HOPWA, identify risks to KPI performance, and elevate issues to leadership.
 - **Coordinate data validation and reporting.** Work with the Data Analyst to reconcile documentation with reported measures, review KPI dashboards, and resolve discrepancies between the EMR and reported outcomes.
 - **Implement policy and educate staff.** Deliver targeted education based on audit findings, reinforce documentation standards, and support a culture of accountability and continuous improvement.
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WHAT WE'RE LOOKING FOR

- Bachelor's degree required
- 3–5 years of experience in healthcare quality, compliance, or regulatory oversight
- Knowledge of HRSA Section 330, UDS reporting, and grant compliance standards
- Experience in an FQHC or federally funded healthcare environment preferred
- Experience with Ryan White and/or HOPWA programs preferred
- Familiarity with Epic/OCHIN or a comparable electronic medical record system

CORE COMPETENCIES

- **Operational Knowledge** — Applies a practical understanding of processes, systems, policies, and regulations to execute work accurately and consistently.
- **Solution-Oriented Thinking** — Analyzes information from multiple sources, validates assumptions, and translates root cause analysis into practical recommendations.
- **Initiative** — Anticipates needs and risks and moves work forward without waiting to be directed.
- **Communication & Collaboration** — Communicates expectations, risks, and recommendations clearly and builds productive working relationships across teams.
- **Driving for Results** — Sets priorities, removes barriers, and follows through to deliver timely, sustainable results.
- **Ownership & Accountability** — Takes personal responsibility for the quality and accuracy of deliverables and validates work before completion.

CLASSIFICATION & WORK ENVIRONMENT

- **FLSA Status:** Exempt (salaried, administrative/professional exemption)
- **Work Environment:** Primarily office-based; may require occasional travel between Radiant Health Centers sites.
- **Physical Demands:** Ability to sit or stand for extended periods, use a computer for extended periods, and occasionally lift up to 15 lbs. Reasonable accommodations will be made for qualified individuals with disabilities.

COMPENSATION

PAYSCALE

\$100,000 – \$110,000 per year

The posted pay scale reflects the range Radiant Health Centers reasonably expects to pay for this position. Placement within the range depends on experience, qualifications, and internal equity.

BENEFITS

Radiant Health Centers offers a competitive benefits package including medical, dental, and vision coverage. For select plans, Radiant pays 100% of the employee premium — eligible employees can enroll in health and dental coverage at no cost to themselves. Additional benefits include a 403(b) retirement plan, an Employee Assistance Program, life and disability coverage, a flexible spending account, and voluntary benefit options.

Employees also accrue paid time off (PTO) at a rate of 1.5 days per month, equivalent to 20 days per year.

In addition, employees receive 12 paid holidays each year.

This is a summary of benefits. Eligibility and coverage are governed by plan documents.

WHY RADIANT?

Radiant welcomes applicants of every background, identity, and lived experience, including people from the communities we serve. We look for people who want their work to matter and who bring care, rigor, and respect to it.

HOW TO APPLY

www.radianthealthcenters.org/about/careers

EQUAL OPPORTUNITY & FAIR CHANCE HIRING

Radiant Health Centers is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, marital status, veteran status, reproductive health decision-making, or any other characteristic protected under the California Fair Employment and Housing Act (FEHA) or applicable federal, state, or local law.

Consistent with California's Fair Chance Act, qualified applicants with criminal histories will be considered for employment in accordance with applicable law, and criminal history will not be inquired into until after a conditional offer of employment has been made.

Radiant Health Centers provides reasonable accommodations for applicants and employees with disabilities. If you need an accommodation during the application or interview process, please contact Human Resources.