Position Summary
The position of Clinical Audit Specialist provides auditing support of the clinical operations staff under the direction of the Clinical Audit Manager within the Health Services Department. Auditing functions would include utilizing auditing tools as developed by the Clinical Audit Manager and/or the Clinical Operations Manager, in line with the training programs and processes. This position ensures that the training and auditing are in compliance with the department’s standards, regulatory bodies, and standards of practice.

Essential Duties and Responsibilities
• Work to maintain complex audit processes and audit tools related to authorizations, appeals, quality, case management, inter-rater reliability and data entry
• Audit staff in accordance with established auditing processes established and assist in making recommendations for improvement to the Clinical Audit Manager
• Work in conjunction with Clinical Audit Manager to establish patterns or trends that require additional training or corrective action
• Assist Corporate Training team to incorporate compliance and audit findings into training programs
• Development of policy and procedures in relation to audit processes
• Assist with revisions to Policy and Procedure and/or work process development based on audit finding

Essential Duties and Responsibilities
• Requires education level normally acquired with the completion of an AA degree, business school or equivalent work experience.
• Experience in UM, CM and auditing in a managed care healthcare setting not required but is a plus
• Strong critical thinking and analytical skills
• Strong internet computer skills with proficiency in Word, PowerPoint and Excel; knowledge of other Microsoft Office programs a plus
• Experience with Medical or Clinical Terminology
• Excellent written and verbal communication and documentation skills

Knowledge, Skills and Abilities
• Exceptional communication skills, both written and oral, ability to positively influence others with respect and compassion
• Strong work ethic built on a foundation of proactivity and teamwork.
• Ability to navigate ambiguity with the aid of structured problem solving techniques.
• Committed to the practice of inquiry and listening.
• Willingness to “roll up one’s sleeves” and embrace the nitty gritty, bottom up task of building an organization and implementing a new model
• Personal and professional track record that demonstrates a commitment to quality in health care
• A positive attitude: ability to work hard, have fun, and operate efficiently in a fast paced, start up, work environment and in a highly complex and dynamic movement for health delivery reform.
• Knowledge of regulations and statutory language and interpretation
• Strong communication and organizational skills with great level of attention to detail.
• Good listener, natural leader
• Facilitation skills at every level to ensure wide understanding and buy-in to business processes
• Demonstrated organizational skills, time management, detail orientation, flexibility and ability to work with minimal supervision.