Human Resources
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Quality Compliance Specialist

JOB CODE	JOB FAMILY	PROFILE
JCP234	**Legal & Compliance**	**Quality Compliance Specialist**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**August 18, 2026**

The Quality Compliance Specialist coordinates and investigates quality assurance/quality control practices, analyzes assessment reports, and monitors changes. The specialist conducts and monitors plans, minimizes liability, and respects confidentiality and employee/patient privilege requests. The specialist assists the director and management in establishing policies and procedures for quality control management.

Job Description

DUTIES AND RESPONSIBILITIES

- Interpret and apply quality assurance standards related to medication errors, employee retraining, disciplinary actions, policy violations, grievance processes, contraband, and other compliance areas.
- Conduct investigations and monitor corrective action plans to reduce organizational liability while maintaining confidentiality and respecting employee and patient privacy.
- Support the Director and management team in developing and implementing policies and procedures related to quality control and compliance.
- Monitor and evaluate employee performance to ensure adherence to quality standards; conduct detailed reviews of patient protocols for completeness and compliance with organizational guidelines; prepare reports on individual and aggregate performance metrics for leadership.
- Investigate concerns involving employees, clients, medical personnel, and external vendors; collaborate with Human Resources to resolve issues and recommend corrective actions as needed.

- Serve as a liaison between support staff and internal departments to communicate and coordinate quality control updates and initiatives.
- Compile and analyze statistical data; prepare narrative reports summarizing quality assurance findings; assist in maintaining medical records as required.
- Interview employees and clients to gather information related to compliance claims and recommend appropriate solutions or corrective measures.
- Review and evaluate medical records, high-risk cases, and procedural concerns using established quality assurance criteria.
- Assist in updating the organization's quality assurance plan and perform other duties as assigned by management.
- Handle sensitive and/or confidential records, plans, documents, or decisions that require maintaining confidentiality of sensitive information.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Management, Business Administration, Public Administration, or a related field.
- Two (2) years of work experience in quality assurance.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at Bernalillo County Behavioral Health Services facility will be required to complete a caregiver criminal history screening for all caregivers.

- Conviction of a disqualifying condition is cause for termination or sufficient reason not to hire if applicant has a disqualifying condition on their record at time of application.

WORKING CONDITIONS

- Essential duties are performed primarily indoors (85-90%) and occasionally outdoors (10-15%). Indoor duties are performed in a temperature-controlled environment. Worker is exposed to natural weather conditions while performing outdoor duties.
- Indoor duties are typically performed on even and dry surface, which may be carpeted or tile with occasional use of stairs. Outdoor duties may be performed on even or uneven surfaces, which may be dry or wet. Outdoor duties may be performed on inclines or hills and on surfaces such as natural ground, concrete or asphalt.
- Most duties are performed alone.
- Worker may perform certain duties as a part of a select team of individuals.
- Required to work varying shifts and schedules to meet department needs to include day, swing, nights and/or weekends.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Vehicle may be used on an occasional basis in traveling from property to property.
- Materials typically used in performance of office duties include various documents, writing utensils and an assortment of office supplies and equipment.