



# CANONCITO BAND OF NAVAJOS HEALTH CENTER

PO Box 3338 / 129 Medicine Horse Drive – To'Hajiilee, NM 87026 INC.  
Phone (505) 908-2307 / Fax (505) 908-2310

## QUALITY AND COMPLIANCE COORDINATOR

### Position Description

<b>Department:</b>	Administration
<b>Job Code:</b>	
<b>Pay Range:</b>	Negotiable
<b>Hours/Week:</b>	40 hours
<b>Position Type:</b>	Full-Time

<b>Reports To (Title):</b>	Quality and Compliance Manager
<b>Classification:</b>	Non-Exempt
<b>Effective Date:</b>	April 28, 2026
<b>Revised Date:</b>	

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

### POSITION PURPOSE

The Quality & Compliance Coordinator is responsible for supporting the development, implementation, and ongoing evaluation of CBNHC's Quality Improvement (QI) and compliance programs. This position works collaboratively with clinical leadership, medical providers, and departmental staff to monitor performance, identify trends, and promote continuous improvement in patient care, safety, and regulatory compliance. The Coordinator assists in ensuring adherence to applicable federal, tribal, and accreditation standards while supporting a culture of quality, accountability, and patient-centered care across all service lines.

### ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Supports the development, implementation, and maintenance of the organization's Quality Improvement (QI) and compliance programs.
- Collects, analyzes, and reports quality and compliance data to identify trends, gaps, and opportunities for improvement.
- Assists with coordination of peer review, chart review, and performance improvement activities in collaboration with clinical leadership.
- Monitors compliance with applicable federal, tribal, and accreditation standards and assists with survey readiness efforts.
- Participates in quality-related committees (e.g., QA/QI) and prepares reports, meeting materials, and documentation.
- Investigates incident reports, patient complaints, and patient care concerns; tracks findings and supports resolution efforts.
- Collaborates with departments (e.g., medical, behavioral health, nursing, dental, and administration) to support quality and compliance initiatives.
- Assists in the development and revision of policies, procedures, and protocols to ensure regulatory compliance and best practices.
- Maintains accurate and timely documentation related to quality improvement and compliance activities.
- Supports education and training efforts related to quality improvement, compliance, and patient safety.
- Performs other duties as assigned within the scope of the position.

### MINIMUM MANDATORY QUALIFICATIONS

#### Experience

- Minimum of three (3) years of clinical or healthcare-related experience required.
- Experience in quality improvement, compliance, risk management, or healthcare operations preferred.
- Experience working in a tribal, rural, or underserved healthcare setting preferred.



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## Education

- Associate or Bachelor's degree in Nursing, Healthcare Administration, Public Health, or a related field required.
- Current, valid, and unrestricted professional license (e.g., RN) preferred, depending on role alignment.

## Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Knowledge of healthcare quality improvement principles, compliance standards, and patient safety practices.
- Understanding of healthcare regulations and accreditation standards (e.g., AAAHC or similar).
- Strong analytical skills with the ability to interpret data and identify trends.
- Excellent organizational, time management, and documentation skills.
- Strong written and verbal communication skills.
- Ability to work independently and collaboratively across departments.
- Ability to maintain confidentiality and exercise sound judgment.
- Proficiency in Microsoft Office and healthcare systems (e.g., EHR).

## PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- Experience in a 638 tribal health program and/or with the Indian Health Service
- Experience supporting accreditation readiness and survey processes.
- Certification in healthcare quality or compliance (e.g., CPHQ) preferred.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. The CMO works primarily in a healthcare and office setting, with exposure to clinical areas including exam rooms and patient care environments. The noise level may vary from low to moderate depending on operational activity. This position may require occasional travel for meetings, trainings, or conferences. The role may involve exposure to communicable diseases and other health risks inherent to a healthcare environment; appropriate safety protocols and personal protective equipment (PPE) are required.

## Physical Demands

The physical demands described here are representative of those required to successfully perform the essential functions of this position. While performing the duties of this job, the employee may be required to frequently sit, stand, walk, bend, and use hands for computer and clinical documentation tasks. This position may involve prolonged periods of sitting, keyboarding, and reviewing reports or medical records. Occasional movement throughout clinical areas is required. The employee may occasionally lift and/or move up to 50 pounds. Specific vision abilities required include close vision, distance vision, and the ability to work at a computer for extended periods. Effective verbal communication and hearing are essential for interaction with staff, patients, and external partners.

## Mental Demands

This position requires the ability to manage multiple priorities, meet deadlines, and respond effectively to complex and sensitive clinical and operational issues. The CMO must exercise sound judgment, maintain a high level of concentration, and make critical decisions that impact patient care and organizational operations. The role involves frequent interaction with a diverse group of individuals, including staff, leadership, patients, and external stakeholders, requiring professionalism, adaptability, and strong problem-solving skills.

## OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.



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**APPLICATION INSTRUCTIONS**

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
  1. E-mail to [Humanresources@cbnhc.org](mailto:Humanresources@cbnhc.org)
  2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
  3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.