

Job Title: Onboarding and Compliance Associate

Location: Remote

Department: Human Resources / Clinical Operations

Reports To: COO

Employment Type: Full-Time, Non-Exempt

Position Summary

The Onboarding and Compliance Associate plays a vital role in ensuring that all clinical and administrative team members within the client's company are properly onboarded, credentialed, and compliant with company, state, and federal standards. This role supports the seamless integration of new hires, maintains up-to-date documentation, and helps uphold our commitment to safety, professionalism, and regulatory compliance.

The ideal candidate is highly organized, detail-oriented, and passionate about supporting a growing healthcare team in a fast-paced, patient-centered environment.

Key Responsibilities

Onboarding Coordination

- Manage the onboarding process for new hires, including scheduling orientation, collecting required documentation, and ensuring completion of all pre-employment steps.
- Coordinate background checks, and verification of professional licenses and certifications (e.g., RN licensure, CPR certification).
- Set up new employee accounts and access in HR and scheduling systems.
- Communicate onboarding timelines and expectations clearly to new employees and hiring managers.

Compliance Management

- Track and maintain compliance records, including licenses, certifications, CPR/BLS, and continuing education.
- Monitor expiration dates and proactively follow up with employees to ensure renewals are completed on time.
- Maintain organized, confidential personnel files in accordance with HIPAA and company policy.
- Support audits and ensure all clinical team members meet applicable state and local regulations for IV therapy and medical practice.

Process & Documentation Support

- Update onboarding and compliance checklists as regulations and internal procedures evolve.
- Assist with updating policies, training materials, and compliance communications.
- Partner with HR and management to streamline onboarding workflows and identify opportunities for process improvement.
- Generate compliance reports and assist leadership with metrics and tracking.

Employee Support

- Serve as a point of contact for new hires and employees regarding compliance requirements and documentation needs.
 - Support internal communications related to policy updates, annual trainings, and compliance reminders.
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Qualifications

Education:

- Equivalent work experience in HR, compliance, or healthcare administration accepted.

Experience:

- 1–3 years of experience in human resources, onboarding, or healthcare compliance (experience in IV therapy, med spa, or healthcare staffing is a plus).
- Familiarity with healthcare licensure and credentialing requirements preferred.

Skills & Competencies:

- Strong organizational and time management skills with the ability to manage multiple priorities.
 - High attention to detail and accuracy in data entry and documentation.
 - Excellent written and verbal communication skills.
 - Proficient in HRIS systems, Google Workspace/Microsoft Office, and document management tools.
 - Ability to maintain confidentiality and exercise sound judgment.
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Key Performance Indicators (KPIs)

- Average onboarding completion time.
 - Compliance documentation completion rate (goal: 100%).
 - Timeliness of license/certification renewals.
 - Accuracy of employee records and audit results.
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