Data Operations Manager

The Community Clinic Association of Los Angeles County (CCALAC) is a non-profit membership organization that provides a wide variety of essential services to LA's community clinics and health centers (clinics). Founded in 1994, CCALAC's mission is to, "promote community clinics and health centers as providers and advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County."

CCALAC's 65 member organizations serve over 1.5 million patients each year, regardless of ability to pay. These organizations include private, non-profit, 330-designated federally qualified health centers (FQHCs), FQHC Look-Alikes, free and community clinics.

CCALAC's Justice, Equity, Diversity and Inclusion Statement
CCALAC strives to be an anti-racist organization with a culture that is equitable, inclusive and supportive of all employees and members. Our core values of partnership, equity, innovation, integrity, and service guide us in our internal collaborations and in our work with our members and the community. We are committed to advancing racial and social justice and health equity, and will demonstrate this commitment through our organizational culture, policies, business practices, programs and services, communication, and leadership structures.

JOB SUMMARY
Reporting to the Director of Clinical Services, the Data Operations Manager develops and implements innovative data solutions that drive the success of CCALAC's data analytics and Los Angeles' community health centers. The Data Operations Manager will be responsible for managing our data analytics platform strategy including data integrations and transformational change, while maintaining accountability to project strategies and responsibilities.

JOB DUTIES:
1. In partnership with the Director of Clinical Services, will oversee the planning and management of CCALAC's data operations and strategies, to include managing the integration and standards of operation for CCALAC's data analytics and participating in external population health data collection and dissemination.
2. Work with CCALAC team members, consultants and partners to assess health center needs and identify resources to support data integration and operations into practice.
3. Develop additional services to deliver robust data warehousing, business intelligence, reporting, data visualization and analytics capabilities.
4. Interact with various CCALAC Divisions to provide day-to-day technical management of data collection and improvements and mentor Division staff as needed.

5. Manage the Quality Improvement Specialist and oversee quality improvement programs.
6. Oversee CCALAC's Data Governance Committee and data operations that interface with internal and external entities.
7. Establish and maintain supportive, collegial relationships with member health centers and external partners including, but not limited to, collaborating organizations, managed care plans, funders, peer network groups and service partner consultants.
8. Ensure the development, implementation and use of software systems to support CCALAC's data management goals.
9. Lead efforts to create database and reporting tools for monitoring, tracking and trending project-based objectives.
10. Work with the Clinical Services team and project coaches to escalate and resolve project-related issues and risks.
11. Oversee monthly and quarterly data collection, report completion and dissemination of reports and data dashboards and ensure project deliverables are met on time.
12. Provide peer review of progress reports and guidance on programming and quality improvements; provide guidance to team members in their analysis of data sets and trends using statistical tools and techniques to determine significance and relevance.
13. Other duties as assigned.

MINIMUM JOB REQUIREMENTS:
1. Bachelor's degree in health related or technology field. Master's degree in public health preferred.
2. A minimum three (3) years health care related experience.
3. Skills to develop, initiate, implement, manage and evaluate quality improvement and/or data analytics projects from inception to completion.
4. Project and/or program management experience is required.
5. Supervisory experience required.
6. Broad knowledge and understanding of data, measurement and clinic operations.
7. Quality improvement, practice management and facilitation skills.
8. Ability to maintain confidential information.
9. Knowledge of Los Angeles County health care system preferred.
10. Knowledge of community clinics and Federally Qualified Health Centers (FQHC) operations preferred.
11. Ability to be self-directed, and able to manage and organize competing projects and priorities.
12. Must be able to travel to participating clinics within Los Angeles County and attend stakeholder meetings and community events.
13. Ability to maintain confidential information.
14. Ability to work as part of a team as well as independently with minimal supervision.
15. Strong reading comprehension, oral and written skills required.
16. Strong skills with Salesforce, Excel, & MS Office Suite required.

WORKING CONDITIONS:
1. **Due to the COVID-19 pandemic, the CCALAC office is temporarily closed. Thus, this will be a remote position until it is decided that the office shall reopen.**
2. Works in fast paced, high volume environment with frequent interruptions and critical deadlines. Environment stressful at times.
3. Office environment with very small probability of infection or injury to self or others.
4. May use car to run errands.

If you are interested in applying for this position, please submit cover letter and resume to humanresources@ccalac.org.