

Health Access Program Manager

The Community Clinic Associate of Los Angeles County (CCALAC) is a non-profit membership organization that provides a wide variety of essential services to community health centers that serve the Los Angeles region. Founded in 1994, CCALAC's mission is to "empower health centers to remain at the forefront of health care transformation. We forge partnerships, foster innovation, promote health equity, and advocate for the communities they serve."

CCALAC represents 66 community health center organizations that provide comprehensive primary, dental and behavioral health services throughout Los Angeles County. Health centers in Los Angeles serve 1.8 million patients annually regardless of ability to pay. These organizations include private, non-profit, Federally Qualified Health Centers (FQHCs), and community health centers.

CCALAC'S COMMITMENT TO JUSTICE, EQUITY, DIVERSITY AND INCLUSION

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 Vice President of Health Center Operations and Transformation, the Health Access Program Manager manages CCALAC's programs and initiatives to support members' outreach, eligibility, enrollment and retention efforts. This individual is responsible for multiple grant projects, including member recruitment, engagement, budgets and reporting. The Health Access Program Manager works collaboratively with CCALAC staff on policy advocacy and training to enhance the enrollment services of our member health centers and improve health care access and coverage for patients.

LOCATION: Candidates must reside in one of the following Southern California counties: Los Angeles, Ventura, Santa Barbara, Kern, San Luis Obispo, Orange, Riverside, San Bernardino, San Diego and Imperial

ANNUAL SALARY RANGE

\$62,855 - \$72,317

JOB DUTIES:

1. Manage CCALAC's enrollment programs including recruitment and selection of participating health centers, training and technical assistance, monitoring progress toward goals and metrics, budget management, reporting and evaluation.

2. Oversee program data reporting, maintain documentation, and prepare program reports. Submit regular program data and narrative reports, as needed.
3. Work with the Vice President of Health Center Operations and Transformation to develop and implement enrollment and retention strategies and goals for the Association.
4. Survey CCALAC's members on enrollment and retention issues and training needs.
5. Collaborate with CCALAC's Government Affairs division on education and advocacy related to policy changes impacting eligibility and enrollment.
6. Attend external partner meetings and advisory boards; engage with regional, state and national health center associations to share best practices and strategies.
7. Research and develop additional opportunities for enrollment and retention programs and/or trainings.
8. Work with CCALAC staff and external partners to develop and provide trainings and educational resources to support enrollment and retention efforts at member clinics.
9. Provide ongoing updates and communication to members specific to outreach, enrollment and retention efforts.
10. Provide presentations at internal and external meetings and events as needed.
11. Serve as staff lead for CCALAC's Outreach and Enrollment and Retention Peer Network roundtable, including agenda development, identification of subject matter experts and guest presenters, and supporting co-chairs with meeting facilitation.
12. Maintain outreach and enrollment resources on the CCALAC website and utilize other digital tools to support and engage with health center enrollment staff as appropriate.
13. Support the research and development of grants to support enrollment and retention projects; assist with reports to funders and grant writing as needed.
14. Other duties as assigned.

MINIMUM JOB REQUIREMENTS

1. Bachelor's degree in a work-related discipline/field from an accredited college or university required. An advanced degree in a related /field e.g., public health, health administration, business administration preferred.
2. A minimum of two (2) years of progressively responsible and directly related work experience.
3. Ability to maintain confidential information.
4. Knowledge of Los Angeles County health care system preferred.
5. Knowledge of publicly funded health coverage programs such as Medi-Cal, Medicare, Covered California, CalFresh.
6. Familiarity with coverage and retention issues for under-resourced populations, including eligibility and enrollment systems or platforms.
7. Experience in interagency collaborations; ability to work collaboratively with a variety of agencies.
8. Demonstrated skills in developing program strategy and managing projects with a variety of health care organizations.
9. Strong reading comprehension, oral and written skills required.
10. Strong skills with Excel & MS Office Suite required.
11. Understands the role that racial inequity plays in our society and its impact on access to health care.

12. Able to utilize a racial equity approach within a service, program or team.
13. Ability to work well with others and across differences, including race, gender, functional silos, levels, etc.
14. Understands how the dynamics related to race, gender, and sexual orientation impact organizational culture, and is committed to change and culture building with an equity lens
15. Listens actively and hears and acts on feedback related to identity and equity with humility.
16. Strong sense of accountability to community.

PHYSICAL DEMANDS

Must be able to lift or carry up to 20lbs.

WORKING CONDITIONS

1. Majority remote position with in-person meetings and convenings, as needed. Option to work fully in person at CCALAC's offices, if desired.
2. Works in a fast paced, high-volume environment with frequent interruptions and critical deadlines.
3. Some potential for repetitive motion injury and eye strain from working on computers.
4. Some car travel throughout Los Angeles County. Some potential for injury from car accident.
5. Travel outside of Los Angeles County to include overnight stays, as necessary.
6. Requires occasional on-site visits to community health centers with possible exposure to working conditions at a community health center. Most site visits are expected to be in a meeting room designed for that purpose.

PERKS & BENEFITS

1. Flexible Work Schedules
2. Medical, Dental & Vision Coverage
3. 401(k) Plan with employer match
4. Employee Assistance Plan
5. Group Term Life Insurance
6. Flexible Spending Account
7. Aflac Supplemental Plans
8. Annual Personal Development Funds

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