



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at [aplahealth.org](http://aplahealth.org).

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***APLA Health is currently seeking a Sr. Office Manager join our team! We offer great benefits, competitive pay, and great working environment!***

We offer:

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *2 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*
- ***No weekend work! Work business hours Monday – Friday***

***This is a great opportunity to make a difference!***

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## **Sr. Office Manager (90036)**

### **POSITION SUMMARY:**

Under the direction of the Clinic Director I, is responsible for the coordination of the non-clinical operations of the health center office in order to maximize the efficiencies of the clinic.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Organize and supervise the procedures of the Health Center front office, including but not limited to the areas of:
  - Appointment Scheduling
  - Communication with patients and referring agencies
  - Ordering supplies/front and back office
  - Volunteer recruitment and supervision
  - Supervision of non-clinical, front office staff
  - Patient recall for population management initiatives
  
- Act as “Petty Cash Custodian” for the Health Center. Maintain an accurate account of all monies spent and present to Finance Department.
- Supervise non clinical performance of front office employees. Supervise reception staff and volunteers in the performance of the above duties. Oversee staffing including attendance, tardiness and time off requests.
- Responsible for opening and closing the health center and key control while ensuring security and privacy protocols are followed in order to ensure the staff, health center’s assets, and data are safe and secure.
- Coordinate patient satisfaction surveys and improvement plans in order to promote exceptional service levels among the health center’s patient population.
- Monitor managed care authorizations for specialist and procedures for both inbound and outbound referrals, participate in meetings with referring agencies to coordinate patient appointments.
- Conduct quality assurance audits to ensure registration and eligibility processes are completed according to policy.
- Work with billing staff to identify action plans and develop health center staff training to address billing errors that result from registration and eligibility activities.
  
- Review encounter reports quarterly to ensure demographics are captured according to state and federal reporting requirements.
- Assist the and Medical Director with grant requirements outside of patient treatment (e.g., attending Quality Assurance Meetings, attending County SPA meetings as needed to disseminate information about APLA Health & Wellness’ Health Center programs).
- Work closely with the site and security managers and APLA H&W facilities manager to maintain security and maintenance.
- Work with the Medical Director and Human Resources in staff development and recruiting for front office staff. Complete annual performance reviews for front office staff.
- Ensure that all staff are recording time worked accurately in the PayCom system.
- Assist clients with understanding the limitations of certain services and assist them in finding a solution to their concerns.

- Assist the with OSHA, fire-safety and ADA regulations.
- Work with the Communications Director to manage APLA Health & Wellness' FaceBook and Twitter accounts; making sure information is accurate and up-to-date.
- Present a professional, front office appearance to visitors, granting agencies, other FQHCs, AIDS services organizations, and community-based organizations.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

**REQUIREMENTS:**

Training and Experience:

Completion of Associate's in Health Administration or related field of academic discipline preferred; a minimum of three years of experience in managing a clinical practice – dental practice required; applied knowledge of ADA procedures and codes; experience supervising and developing personnel; experience working with physicians in the primary healthcare system, dentists, and with community-based organizations and clinics. Experience cording between multiple health care organizations including acute, outpatient, and clinic settings. Experience working with multiple benefits coverage programs including private insurance and government programs. Bilingual English/Spanish preferred.

Knowledge of:

Advance computer skills including the Microsoft Office suite; clinic management; HIV disease, other health disparities and co-occurring disorders, Los Angeles County HIV and primary care service delivery system, HIPAA and OSHA guidelines, medical office filing systems, quality management and basic knowledge of the eClinicalWorks Electronic Health Record system. Knowledge of managed care eligibility and authorization process. Knowledge of population management methodology. Understanding of quality assurance and performance improvement procedures. Familiarity with medical terminology and diagnosis/procedure codes. Knowledge of office billing procedures.

Ability to:

Participate as an effective member of a large service-providing agency; demonstrate non-judgment and compassion towards people, especially low income individuals, members of the LGBT communities, and individuals living with HIV, maintain confidentiality of clients; complete assigned tasks with minimal supervision; demonstrate excellent written and verbal communication skills; and operate standard office equipment; perform word processing and data entry tasks on a personal computer; and meet assigned deadlines.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

**SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

An Equal Opportunity Employer.

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=38706&clientkey=A5559163F67395E0A2585D2135F98806>