Community Health Alliance of Pasadena (ChapCare)
Job Description

Title: Member Services Department Manager
Department: Operations
Reports To: Director of Development and Marketing
Directs: Member Services Department Representative (s)
EEOC: Office
FLSA Status: Exempt
Salary: $65,625 (low) - $87,500 (high)

Summary
As a growing Medical Group provider to residents of the Pasadena area and the greater San Gabriel Valley, ChapCare is seeking a qualified full-time Member Services Department Manager. The position will develop a robust department that will manage ChapCare’s patient engagement, education, retention, and satisfaction efforts. The position will work with the Director of Development and Marketing to develop department policies and procedures, an annual calendar of activities, and associated materials. The position will support education of new patients on ChapCare’s services and their healthcare needs and engagement with patients to ensure they are maintaining their health, and are satisfied with ChapCare’s services.

ChapCare’s Expectations of all Employees
- Adheres to all of ChapCare’s Policies and Procedures
- Conducts self in a manner that represents ChapCare’s core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with his/her immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Job Description:
- Formulate Member Services Department policies and procedures, annual department work plan, and associated materials; as well as manages the annual department work plan.
- Supports development of patient Welcome Packet (s), and availability via electronic channels (i.e. ChapCare website)
- Supports Quality Assurance/Quality Improvement (QA/QI) Department by sending patient reminders for annual wellness exams and key clinical screenings
- Conducts weekly review of patient complaints submitted in the health center setting and on-line via social media, including evaluation and development of corrective action with Department heads
- Performs organization’s annual Patient Satisfaction Survey (internal survey to current patients and an external survey to patients who may have chosen to leave our practice), and makes recommendations to Department heads and senior staff.
• Develops and monitors monthly, quarterly, and annual Member Services Department metrics including patient retention rate, patient satisfaction, and improvement on clinical indicators
• Evaluates performance of Member Services Department staff
• Provides feedback, support, and coaching to Member Services Department staff
• Assists in development of promotional ideas and material (as needed)
• Attends trade meetings and healthcare conventions (as needed)
• Manage special projects (as needed)
• Other activities assigned as required

Qualifications

Experience & Education:

• Bachelor’s degree in Health Education, or a related field a plus
• 5-7 years of experienced required providing similar services at a health plan, provider network, or at a Federally Qualified Health Center (FQHC)

Skills:

• Demonstrates a commitment to the agency’s mission
• Comfortable and knowledgeable of the Health Care Industry
• Strong presentation skills
• Excellent written and verbal skills (excellent grammar, spelling, and punctuation)
• Ability to read, analyze, and produce reports. Proficiency with Excel, Microsoft Office Suite
• Strong organizational skills and ability to multi-task
• Demonstrates cultural and linguistic competence. Bi-lingual (English-Spanish) preferred.
• Ability to work as a team member
• Ability to work evening and weekend hours as needed.
• Should be pleasant, neat, and well-groomed in representing the agency to the general public

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by a service member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name
________________________________________
Employee Signature Date