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.

**APLA Health is currently seeking a Clinic Manager to join our Long Beach 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**
- **10 Paid Holidays**
- **3 Personal Days**
- **10 Vacation Days**
- **12 Sick Days**
- **Metro reimbursement or free parking**
- **Employer Matched 403b Retirement Plan**

*This is a great opportunity to make a difference!*
**Clinic Manager (Long Beach)**

**POSITION SUMMARY:**

Under the direction of the Clinic Director, the Clinic Manager is responsible for the coordination and supervision of non-clinical operations (in areas of Medical, Dental, and Behavioral Health) in order to provide administrative and organizational support, maximize efficiencies, and champion customer service within the clinic.

**CORE DUTIES & RESPONSIBILITIES:**

- Plan, organize, implement, and monitor non-clinical front office Medical, Dental, and Behavioral Health operations, including but not limited to, the following areas:
  - Customer service
  - Appointment scheduling
  - Patient registration and intake processes
  - Communication between patients/clients, external agencies, or staff
  - Inventory management of general office supplies
  - Coordination of care for patients/clients accessing multiple services (e.g. Medical, Dental, Behavioral Health)
  - Patient recall for population management initiatives
- Provide direct supervision of non-clinical front office administrators and dental office coordinator
- Exhibit cultural competency with the LGBTQ population, underrepresented and underserved communities, and populations living with/at high risk of contracting HIV
- Promote a welcoming and nurturing environment for patients/clients as well as staff
- Maintain utmost professionalism in the front office to all visitors of the clinic and with partner organizations
- In conjunction with Human Resources and the Clinic Director:
  - Hire, train, and recognize qualified non-clinical front office staff fitting APLA H&W’s mission statement and performance expectations
  - Monitor, coach, and appropriately discipline under-performing staff
- Perform regular check-ins and performance evaluations with direct reports as part of ongoing training and support, and identify opportunities for staff to develop knowledge
- Review accuracy and approve completed time sheets of direct reports using Paycom
- Ensure designated staff are opening and closing the clinic during hours of operation

**BILLING & FINANCE DUTIES:**

- Coordinate and maintain an accurate account of all monies received and spent by clinic in conjunction with the Finance department:
  - Batch reconciliation for payments received
  - Resolve billing inquiries/discrepancies with the Billing department
  - Check requests with Accounts Payable
  - Act as Petty Cash Custodian
- Collaborate with the Billing department to identify action plans and develop staff training to address billing errors resulted from registration and enrollment activities
• Perform regular chart audits to ensure registration, scheduling, and enrollment processes are completed accurately according to clinic policies and protocols

ACCESSIBILITY & PROCESS IMPROVEMENT:

• In collaboration with the Quality department:
  
  o Coordinate completion of patient satisfaction surveys and subsequent planning and implementation of process improvements as part of delivering exceptional customer service
  
  o Ensure process of patient recall functions efficiently to capture patients in a timely manner (e.g. ED/ER or post-hospitalization follow-up, dental recall, etc)
  
  o Improve Quality performance measures from an administrative, non-clinical perspective

• Coordinate auxiliary services to assist patients with barriers to access to healthcare (e.g. interpreter services, transportation)

• Apply knowledge and awareness of community needs to process improvement decisions

• Collaborate with the Communications department in managing APLA H&W social media accounts making sure information is accurate, relevant, and current

SAFETY AND SECURITY:

• Ensure privacy protocols and regulations (e.g. HIPAA) are followed in order to keep staff, patients, clinic assets, and data safe and secure

• Enforce safety standards and regulations (e.g. OSHA, fire safety, ADA) and work closely with security personnel, safety teams

• Submit and follow-up on maintenance requests with the Facilities department to maintain working condition of equipment, cleanliness, and orderliness of the clinic

• Assist with emergency management and preparedness plans and tasks

• Assist with grant-funded and managed care organization facility and medical record audits

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 one year of experience in managing a clinical practice (including dental and/or mental health) is required, three years preferred
• Applied knowledge of ADA procedures and codes
• Experience supervising and developing personnel
• Experience working with physicians and providers in the primary healthcare system, dentists, mental health providers, and with community-based organizations and clinics
• Experience coordinating care between health care organizations, including acute, outpatient, and clinic settings
• Experience working with multiple benefits coverage programs, including private insurance and government programs
• Experience working in a Federally Qualified Health Center preferred
• Bilingual English/Spanish preferred

Knowledge of:
• Advance computer skills including the Microsoft Office suite
• Clinic/health care operations management
• HIV disease, and other health disparities and comorbidities
• Los Angeles County HIV and primary care service delivery system (including Ryan White)
• HIPAA and OSHA guidelines
• Quality management and performance improvement
• eClinicalWorks or similar electronic health record system
• Managed care eligibility and authorization process
• Public health outcome management methodologies
• Medical terminology; current ICD and CPT coding
• Healthcare billing processes and insurance plans (Medicaid, Medicare, and private/commercial plans; including dental and/or mental health preferred)

Ability to:
• Participate as an effective member of a large service-providing agency
• Attend meetings, trainings, and events, both internally and externally, as part of process improvements and self-development
• Demonstrate non-judgmental and compassionate care towards the LGBTQ population, underrepresented and underserved communities, and populations living with/at high risk of contracting HIV
• Maintain strictest confidentiality of clients
• Communicate effectively with clients, patients, staff, peers, and superiors
• Operate standard office equipment
• Demonstrate excellent written and verbal communication skills
• Perform word processing and data entry tasks
• Meet assigned deadlines
• Complete assigned tasks with minimal supervision

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. The position requires occasional travel to attend on- and off-site meetings.

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: minority/ women/ disability/ veteran

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below: https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=43467&clientkey=A5559163F67395E0A2585D2135F98806