

# APLAHealth



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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***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*
- *5 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!***

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## **POSITION SUMMARY:**

Under the direction of the CEO, working in close partnership with the Chief Medical Officer and Chief Nursing Officer and as part of the Senior Clinical Leadership Team (Chief Medical Officer, Chief Nursing Officer, Chief Quality Officer, Chief Financial Officer, Dental Director and Behavioral Health Director), the Chief of Clinical Operations provides mission-focused, strategic leadership and oversight of all APLA Health & Wellness Clinic administrative operations. Promotes a team approach to

delivering high quality, cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.

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

- Responsible for all medical clinic administrative operations including primary care and sexual health services (Out Here).
- Directly supervises all Clinic Directors (GCHC, LBHC, Mid-Wilshire, CDU/MLK, Out Here - Baldwin Hills).
- Responsible to ensure that the medical clinics staff (including specifically medical Clinic Directors, front office staff, eligibility staff, patient ambassadors, etc.) both have and follow all appropriate APLA Health & Wellness policies and procedures, operational controls and reporting systems to effectively evaluate and manage programs and contractual obligations.
- Responsible with the CMO and CNO for the overall patient experience both in the medical clinics and in all patient and potential patient interactions with medical clinic staff including in person, phone, text, internet, etc.
- In partnership with the CFO, CMO, Dental Director, Director of Behavioral Health Services and Chief Quality Officer, responsible for full compliance with all federal, state and local laws and grant requirements including: HRSA, MHLA, CDC and HRSA including submission of grant award budgets and renewals.
- In partnership with the CFO, CMO, CNO, Dental Director, Behavioral Health Services Director and Chief Quality Officer, ensure that all clinic facilities meet all licensing, certification, regulatory, health plan and other compliance requirements
- Responsible (with the Chief Medical Officer and Chief Nursing Officer) for working with the CFO to establish, monitor and meet annual financial budgets for the medical clinics including revenue goals, payer mix goals, patient visit goals, provider productivity goals, pharmacy revenue goals and grant and advancement program funder goals.
- In consultation with the CEO, work with the CFO on facility lease negotiations and the physical build-out of new clinical sites and repairs / renovations of existing medical clinical sites.
- Working with the other members of the Senior Clinical Leadership Team responsible for planning new programs, services and facilities that add services for patients, improve patient care, increase efficiencies, improve profitability or generate new or additional sources of funding.
- Enhances APLA Health visibility through community involvement by participating in membership and professional organizations including NACHC, CPCA and CCALAC as well as Healthcare LA IPA.
- Presents to the APLA Health & Wellness Board of Directors on issues related to clinical operations, and administration, as needed.
- Participates in ongoing quality, process improvement and risk management activities through the APLA Health & Wellness QCRUM (Quality, Compliance, Risk and Utilization Management committee).
- Lead initiatives with Clinic Directors to improve the patient experience, increase revenues, improve efficiencies and overall productivity as well as improve quality, risk management and compliance processes.

- Work with the CIO, CMO, CFO and CEO to continuously monitor the existing information technology infrastructure and act as an integral part of the team that evaluates and implements the next level of information technology that supports the growth, security and effectiveness of APLA Health & Wellness.
- Working with the CEO and CFO act as the primary contact for IPA and health plan business; leads contract negotiations as appropriate.
- Ensure strong and effective communication and collaboration among and between Clinical administration staff as well as with Finance, Billing, IT and Human Resources staff.

**OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.**

**REQUIREMENTS:**

Training and Experience:

MBA, MPH, MHA, MPA or other relevant advanced degree required. Minimum of 15 years of strong operational experience of which at least five years have been at the senior management level. Staff supervision and staff development experience required. Federally Qualified Health Center (FQHC) and Medicaid (Medi-Cal) experience required. Ryan White CARE Act clinic experience a plus. Interest in working with the LGBTQ+ community and people living with HIV/AIDS required.

Knowledge of:

Knowledge of clinic operations, utilization review, quality management, patient billing, accounting, budgeting and financial reporting, government and private grant management, public health issues and concerns required.

Ability to:

Effectively supervise and motivate assigned staff and volunteers; manage multiple aspects of varied clinical and support programs; monitor and evaluate clinic and support activities; communicate effectively with a wide range of individuals and organizations. Work in a dynamic, rapidly changing and fast growing environment. Write grant proposals and/or assist with writing grant proposals. Advocate on behalf of APLA Health & Wellness and its patients. Maintain strict patient confidentiality.

**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 drivers license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. COVID-19 Vaccination or Medical/ Religious Exemption required.

An Equal Opportunity Employer: minority, female, disability, veteran.

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=62102&clientkey=A5559163F67395E0A2585D2135F98806>