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.

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
- 12 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!

This position will pay $102,856 - $136,699. Salary is commensurate with experience.

POSITION SUMMARY:
Under the direction of the Dental Director, the Clinic Director, Dental is responsible for the coordination of the non-clinical operations of the dental office in order to maximize the efficiencies of the dental practice.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Establish and maintain consistent operational procedures and protocols across the four dental clinics.
- Remain up-to-date with changes in legislature and insurance guidelines as it pertains to FQHC dental clinics and billing.
- Create and delegate changes in workflow to increase efficiency across the multiple clinics.
- Create and implement an updated Quality Dental Program, including documented PDSAs to improve the program for patients and staff.
- Ensure all dental locations are receiving equitable support.
- Organize and supervise the procedures of the dental clinic front office, including but not limited to the areas of:
  - Insurance Billing
  - Client enrollment and eligibility
  - Appointment Scheduling
  - Communication with patients and referring agencies
  - Ordering supplies/front and back office
  - General Administration of the clinic
  - Volunteer recruitment and supervision
- Supervise dental assistants, clerical/reception staff and volunteers in the performance of the above duties. Oversee staffing of Dental Clinic including attendance, tardiness and time off requests.
- Work with the CCOO, Dental Director, and the Finance Department in creating annual budgets for the clinic. Maintain and monitor these budgets throughout the year in an effort to track program expenses. Complete check requests for all invoices and monitor each account.
- Communicate with the Finance Department and the Contract Monitors of the Division of HIV and STD Programs (DHSP) to ensure all documentation for contract renewals are current.
- Assist the CCOO and Dental Director with grant requirements outside of patient treatment. Work closely with the Office of the Building to maintain security and maintenance of the Dental Clinics Office.
- Work with Human Resources in staff development and recruiting, both front and back office staff. Complete annual performance reviews for supervised staff.
- Ensure that all staff are recording time worked accurately and that time is being reported to the Payroll Administrator.
- Assist clients with understanding the limitations of certain services and assist them in finding a solution to their concerns.
- Work closely with the CCOO and Dental Director, with client grievances and concerns about treatment.
- Oversee the Office Administrators at the GCHC, CDU, and the Long Beach Health Center with patient flow and general office administration.
- Supervise the enrollment of new clients requesting Dental Services. Oversee the processing of all referrals from other agencies ensuring all grant required paperwork is current. Keep open communication with referring agencies in order to expedite referral process and limit duplication of services and paperwork.
- Assist with all program audits. Provide technical and administrative support for the auditors.
• Train and oversee the Office Administrators in the preparation and dissemination of client statistical and demographic reports to appropriate fiscal entities including but not limited to the Division of HIV and STD Programs and the City of West Hollywood.

• Provide the Advancement Staff with statistical data and general information about the Clinic for the purposes of writing grants and proposals.

• Assist the Dental Director, with OSHA, fire-safety and ADA regulations.

• Oversee the screening and referring of uninsured clients to Benefits/Insurance for MediCal eligibility screening.

• Ensure full compliance with all federal, state and local grant requirements including: FQHC, MHLA, and DHSP including submission of grant award budgets and renewals.

• Ensure the Dental sections of the Clinics meet all licensing, certification, regulatory, and other compliance requirements.

• Ensure the Dental Clinics and all staff meet APLA Health policy and procedure requirements.

• In conjunction with the CCOO and Dental Director, responsible for establishing, monitoring and meeting the annual budget for all the dental facilities including patient goals, and provider productivity goals.

• In coordination with Communications, responsible for marketing the Clinics to patients, prospective patients, and others.

• Oversee all day to day operations of the Long Beach, Taper, CDU and Wilshire Clinics and assist in planning of new programs and services that add services for patients, improve patient care, increase efficiencies, improve profitability or generate new or additional sources of funding.

• In conjunction with the CCOO and Dental Director, develop and maintain administrative and clinical policy and procedures to ensure that the dental facilities have proper operational controls and reporting systems to effectively evaluate and manage programs and contractual obligations.

• Responsible for the overall “Patient Experience” in the Dental Clinics.

• Participate in APLA Health’s quality management and assurance programs and initiatives.

• Along with the CCOO and Dental Director, assist in the development, implementation and ongoing monitoring of the Clinics risk management plan.

• Serve as the primary interface with Finance, Human Resources, Facilities, Information Technology and other support areas within APLA Health.

• Serve as the primary Clinic interface with all insurance companies and other payors.

• Serve as the primary contact with Finance to provide accurate data from the Clinics for patient billing, collection and data management purposes.

• Understand local, state and national issues and actions that affect Clinic patients and advocate and integrate strategies and actions to sustain and expand services.

• Assist in managing costs and increasing productivity / profitability by continually looking at data. Identify opportunities and propose actions to improve quality, improve productivity, reduce costs, improve staff morale and improve the patient experience.
• Present a professional, front office appearance to visitors, granting agencies, and other AIDS services organizations, acting as division representative and Dental Clinic representative in look, manner, and quality of work

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:
BA degree and 2 years dental operational management experience or High School/GED and 6 years in operational management in a dental clinic. Excellent written and verbal communication skills required. Federally Qualified Health Center (FQHC) or Ryan White CARE Act Clinic experience a plus. Previous supervisory experience required. Interest in working with underserved communities including members of the LBGT community and people living with HIV/AIDS required.

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.

Knowledge of:
Advance computer skills including the Microsoft Office suite; clinic management; HIV disease and co-occurring disorders, Los Angeles County HIV service delivery system, HIPAA and OSHA guidelines, medical office filing systems, quality management and basic knowledge of the California Dental Practice Act.

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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. Some local travel required.

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. COVID Vaccination and booster required or medical/religious exemption.


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=107510&clientkey=A5559163F67395E0A2585D2135F98806](https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=107510&clientkey=A5559163F67395E0A2585D2135F98806)