



Job Description

Administrative Assistant – Deputy Director & Chief Operations Officer

Venice Family Clinic is a leader in providing comprehensive, high-quality primary health care to people in need with compassion, dignity and respect. In November 2021, Venice Family Clinic merged with South Bay Family Health Care, uniting more than a century of experience helping patients regardless of their income, insurance or immigration status. The organization now has more than 500 staff who serve 45,000 people from the Santa Monica Mountains through the South Bay. We have 17 locations plus two mobile clinics and an expansive street medicine program for people experiencing homelessness. Read more about us at: venicefamilyclinic.org

The Executive Assistant for Operations provides direct administrative, operational and technical support to the Deputy Director/Chief Operations Officer and, under his/her direction, provides support to the Operations Department as a whole. Candidate must be discreet and able to work with highly confidential information.

Administrative and Project Support to the Deputy Director & Chief Operations Officer

- Completes a broad variety of administrative tasks for the DD/COO including managing an active calendar of appointments, preparing correspondence, responding to inquiries, calls and emails, screening and prioritizing communications and opportunities from external and internal sources.
- Maintain and manage DD/COO's calendar to ensure coordination of meetings and work flow with internal and external constituents; schedule meetings with current and prospective partners, prepare materials and research as directed, conduct meeting follow up, creating preparatory information for meetings, recording minutes as assigned
- Organize meetings/conference calls including using zoom, outlook, reserving facilities, developing agendas, communicating with attendees, tracking RSVPs; coordinate supplies, set up, A/V and associated needs with clinical and operations teams.
- Reviews mail, voicemail and memos addressed to the DD/COO as needed, and prepares for required action. Closely monitors communication; ensure timely response and follow-up, especially to time-sensitive and highest-priority messages. B2. Handles phone inquiries through accurate message taking or appropriate forwarding.
- Composes drafts, edits and files business correspondence with special attention given to accuracy, consistency, style, and comprehension.
- Prepares regular and occasional reports as directed.
- Schedules and coordinates Orientations for new directors and managers on the operations team
- Calendar and track division financial human resources deadlines and deliverables including process monthly expenses, check requests and supply orders.
- Respond to health plan, outside entity and inside stakeholder requests; refer to appropriate staff members and ensure timely response through follow-up and tracking systems, ensuring that their importance to VFC is emphasized with each contact.
- Helping the DD/COO in supporting policy and procedure review and updates.
- Create presentations and reports for board and committee and other division needs as assigned.

The logo for Venice Family Clinic features the text "Venice Family Clinic" in a blue, sans-serif font. To the left of the text is a stylized graphic consisting of three curved lines in shades of blue and orange, resembling a person's arms raised or a family unit.

Venice Family Clinic

- Prepare for assigned committee meetings and communicate with Board, Foundation Board, and Advisory Board members as needed.
- Maintains office supplies and files on behalf of the Executive office as needed
- Makes travel arrangements on behalf of the DD/COO.
- As appropriate, works as a member of Venice Family Clinic interdepartmental teams to ensure the effective and efficient operations of VFC.
- Organizes and assists in planning of management team retreats, Strategic Planning retreats, and additional activities and events.
- Works with appropriate Clinical and Operational leadership to address patient complaints or problems presented to the CEO's office.
- This is an evolving position. Other permanent duties may be assigned.
- Assists compliance and operations teams with the preparation for audits and submission of follow-up items such as Corrective Action Plans.
- Maintains and manages contracts, memorandums of understanding, leases and other related documents. Maintains an inventory and ensures they are reviewed and updated according to schedule.
- Maintains and manages policies and procedures. Maintains an inventory of policies and ensure they are reviewed and updated according to schedule. Assists in the drafting and formatting of policies and processing. Updates protocol/policy books for all facilities, including putting the information on the intranet.
- Maintains insurance records, puts drivers on DMV pull system, and obtains DMV tags for vehicles.
- Coordinates insurance renewals and annual reviews.
- Submits applications, tracks, and renews clinic licenses and related certification and registration. Manages and maintains licenses and related documentation, including ensuring they are reviewed and updated according to schedule.
- Tracks, gathers supporting information, and file patient complaints, incident reports and privacy violations, as needed
- Reserves conference rooms for intradepartmental staff, as needed.
- Handles calls regarding in-kind donations, makes determinations whether or not VFC can use the donations, and arranges with Facilities department for pick-ups when appropriate.
- Responsible for VFC Notary Duties, as needed
- Ad Hoc assignments as needed for Deputy Director/Chief Operations Officer, and other Director and Executives
- Other duties as assigned
- Provides general administrative support to DD/COO, such as scanning of contracts and documents, faxing and copying of documents, filing, and obtaining signatures.
- Reviews mail and memos addressed to the DD/COO and prepares for required action. Monitors and responds to voicemail and email as requested, ensuring timely response and follow-up.
- Adds business cards to DD/COO contacts lists.
- Composes, drafts, edits, and files business correspondence with special attention given to accuracy, consistency, style, and ability to be retrieved. This includes drafting letters to patients in response to complaints and/or notification of privacy breaches.
- Assists in scheduling meetings and appointments for DD/COO



- Assists in the preparation, execution, and follow-up of meetings by scheduling rooms, ordering refreshments, creating agendas, issuing invitations, tracking RSVPs, and recording minutes for staff meetings and other meetings as assigned.
- Handles Board, staff, patient, donor, and other information and communications with strict confidentiality, courtesy, and diplomacy.
- Processes expense reports, travel arrangements, and check requests on the DD/COO's behalf.
- Maintains office supplies and files.
- Coordinates with Executive/Administrative Assistants from other areas to ensure that office is always covered and that phones are answered and mail picked up in a timely manner.
- As appropriate, works as a member of Venice Family Clinic interdepartmental teams to ensure the effective and efficient operations of VFC.
- Provides administrative and support on special projects, as needed, collaborating with team members and helping keep tasks on track.
- Performs other duties as requested.

Selected Qualifications

- 5 years' experience as administrative assistant, project assistant or similar duties, preferably in health care.
- Skill in setting priorities which accurately reflect the routine importance and job responsibilities.
- Skill in completing a variety of duties effectively under conditions of fluctuating workload, changing priorities and frequent interruptions.
- Skill in communicating in order to convey information to individuals at various organizational levels.

For More Information and to Apply:

www.uclahealthcareers.org

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