

# 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*
- *11 Paid Holidays*
- *4 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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This position will pay \$28.03 - \$35.55. Salary is commensurate with experience.

## **POSITION SUMMARY:**

Under the direction of the Clinic Director I/II, 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:
  - Coordinate completion of patient satisfaction surveys and subsequent planning and implementation of process improvements as part of delivering exceptional customer service
  - 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)
  - 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 practice 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. COVID Vaccination and booster required or medical/religious exemption.

An Equal Opportunity Employer: minority/ female/transgender/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=142379&clientkey=A5559163F67395E0A2585D2135F98806>