



Job Posting

Title: HIV Patient Navigator & Case Manager

Base Salary Range: \$52,099 - \$57,787 - plus benefits

FTE: Full-Time -Non-exempt

Our Mission: The Mission of South-Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

Responsibilities. Under the general supervision of the HIV Prevention Program Provider/Director and in collaboration with SCFHC Medical Services Director, provide community outreach, education, and case management services targeting at-risk African American and Latinx patients living in South Los Angeles. Must be knowledgeable of South Los Angeles and proficient in working with at-risk populations, networking to educate, raise and increase awareness, recruit, and enroll eligible individuals into HIV prevention modalities. Attend provider and community meetings to increase awareness and create referral networks among other organizations and groups. Responsible for performing rapid HIV testing and counseling, facilitating groups, conducting individual sessions, and making referrals to HIV care when needed. Prior work experience in social services, health, or substance abuse settings is strongly preferred.

Essential Duties:

- Provide overall management of staff, budget and contract management, program development and implementation, and evaluation for all components of Behavioral Health Services
- Ensure that services/program provided adhere to all applicable professional, legal, and ethical standards set by set by FQHCs, HRSA, DHCS, and other oversight agencies.
- Manage program to meet revenue, expense, and growth goals as adopted by the Board of Directors.
- Manage the personnel activities of the Behavioral Health Services program, including staff recruitment, professional development, and supervision.
- Manage services to facilitate integrated care delivery as part of the Patient Centered Medical Home (PCMH)
- Manage services provided in collaboration with the various health plans Behavioral Health Is contracted with.
- Ensure that patients have access to enhanced services such as substance use, psychiatry, and specialty mental health services through community collaboration and referrals.
- Ensure that staff document services, encounters, insurance coverage, and billing detail in NEXTGEN and/or other charting and data collection systems as appropriate in order to facilitate billing, data submission, and report generation.
- Leads the development, evaluation process, and implementation of BH policies, procedures, and training/education modules relating to all contract activities.
- Prepares written reports, articles for publication, and requests for proposals/grants appropriate to BH subject matter.
- Leads Emergency Preparedness activities in conjunction with CMO and department leads.



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- Responsible for selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures.
- Develops, maintains and reports on activities of the Continuous Quality Improvement programs.
- Monitors and evaluates clinical data for accuracy and completeness.
- Reviews, establishes, and maintains patient care protocols and standards of care, ensuring that all federal and State policies, regulations, and guidelines for patient care are met in coordination with the Chief Medical Officer.
- Coordinates with appropriate staff to monitor and routinely audits clinic operations to ensure compliance with all contractual and regulatory mandates.
- Ensures clinical compliance of the electronic health records system.
- Reviews and renders determination on all patient complaints/grievances regarding behavioral clinical care
- Maintains working knowledge of health care environment as it relates to clinical programs.
- Prepares reports regarding areas of responsibility for review by CMO, CEO, COO, and CFO
- Represents CMO and clinic at meetings as directed.

Education and Experience Knowledge:

- BA Degree required.
- Doctoral Degree in Behavioral Health field and extensive related clinical and administrative experience preferred.
- Must have minimum 3-year experience.
- 3-year prior experience in community clinic, preferred

Skills and Abilities:

- Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community.
- Knowledge of staff scope of practice
- Knowledge of clinical objectives, programs, methods, procedures, and standards within area of expertise
- Skill in developing and implementing new strategies and procedures.
- Knowledge of related accreditation and certification requirements
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to foster a cooperative work environment.
- Employee development and performance management skills

Licensure and Certifications

- Registered Nurse, with current California License
- Current on professional CME requirements

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Vision, and Life Insurance
- 403 (b) Retirement plan



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- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>