

**JOB ANNOUNCEMENT**

Title: Director of Clinic Operations, Skid Row Care Collaborative  
Location: Center for Community Health, Downtown Los Angeles  
Reports to: Chief Operations Officer  
Status: Exempt  
Salary: \$162,889 - \$175,424,635 (plus benefits)

**Position Purpose:**

Wesley Health Centers is a Federally Qualified Health Center that operates a network of services for homeless individuals living in and around Skid Row. This network includes primary care clinics, medical specialty care, recuperative care, interim housing, and access to permanent housing. We maintain numerous contracts with government agencies, local health plans, and other non-profit organizations that fund these services.

This position's purpose is to develop and manage this network in collaboration with agency directors and under the direction of the Chief Operations Officer. This position works internally and externally with Care Collaborative partners to coordinate and improve the healthcare delivery system for homeless individuals in Skid Row. The position also manages the implementation and provides oversight of the Skid Row Collaborative, a partnership between Wesley Health Centers, Los Angeles Christian Health Centers, L.A. Care Health Plan, Health Net, and the Los Angeles County Department of Health Services.

**Principle Responsibilities:**

1. Manage and coordinate after-hours clinical services, with assistance from the Chief Operations Officer, Chief Medical Officer, and other clinic management. These services must comply with Federal, State, and L.A. County standards, individual clinic policies, procedures, and protocols.
2. Manage daily operations for a panel of medical specialists in areas such as Cardiology, Dermatology, Psychiatry, Gastroenterology, Physical Therapy, Orthopedics, and Podiatry. Responsibilities include scheduling appointments, follow-ups, documentation, billing, data collection, and interactions with medical providers and other managers.
3. Engage with Independent Physician Associations (IPAs) and health plans to secure specialty referrals for patients in need of follow-up care. Develop agreements as necessary for these services.

4. Implement a data system to monitor specialty care hub referrals and IPA specialty referrals, ensuring compliance and oversight.
5. Oversee ancillary services, including radiology, ultrasound, and CT scans.
6. Oversee and monitor Collaborative Partners, including the collection of reports and ensuring contract compliance.
7. Coordinate with the Chief Medical Officer, Chief Nursing Officer, credentialing staff, and other management to address staffing needs for after-hours primary care and medical specialists.
8. Interface with the Chief Information Officer or Electronic Medical Records contractors to develop or modify electronic medical record templates. Work with the Billing Department to ensure the proper capture of procedure codes and encounter billings (Medi-Cal, HMO, PPO, Ryan White, Sliding Fee, etc.).
9. Develop or provide patient education materials regarding access, follow-up, and operational instructions as needed.
10. Perform other duties as assigned.

**Qualifications:**

1. Minimum of seven years of senior management experience in Federally Qualified Health Center (FQHC) Operations, Medical Multi-Specialty Practices, Nursing Operations/Administration, or a related healthcare leadership role.
2. Preferred degrees/licenses: Registered Nurse Practitioner, Physician Assistant, Registered Nurse, and/or Master's in Business Administration, Healthcare Administration, Public Health, or a related healthcare field.
3. Demonstrated experience in managing large, complex healthcare programs or projects, with a focus on community health and vulnerable populations, such as homeless individuals.
4. In-depth understanding of regulatory requirements applicable to FQHCs, including HRSA, HIPAA, and other state and federal regulations.
5. Proven experience in developing and managing multi-disciplinary teams, with strong organizational and delegation skills.
6. Experience in contract management and compliance oversight, particularly in coordinating large-scale partnerships with healthcare plans and government agencies.
7. Proficient in Electronic Health Record (EHR) systems, with experience in NextGen or similar systems strongly preferred.
8. Excellent oral and written communication skills, with the ability to effectively communicate complex healthcare information to a variety of audiences, including staff, healthcare partners, and patients.
9. Strong problem-solving skills, with a proactive approach to identifying and resolving operational issues.
10. Cultural competency and experience working with diverse, underserved populations, particularly in urban or low-income settings.
11. Excellent computer skills, including proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with data management systems.

To apply for this position email your resume and cover letters to:

5650 Jillson Street, Commerce, CA. 90040 | P: 323-201-4516 | F: 323-215-0170 | [www.jwchinstitute.org](http://www.jwchinstitute.org)



September 12, 2024

Nestor O. Recinos, SHRM-CP  
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JWCH Institute, Human Resources Department

**Employee Benefits:**

JWCH Institute, Inc., offers competitive salaries for all positions. Employees working 30 hours per week, or more, are provided with a monthly allowance which can be used towards medical, dental, and vision premiums. The agency offers sick leave, vacation time, 13 paid holidays, 401(k) Safe Harbor Profit Sharing plan, mileage reimbursement, short-term and long-term disability plans, life insurance policies, employee parking and more!

**Wesley Health Centers JWCH Institute is an Equal Opportunity Employer**