

# APLAHealth

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APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

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***We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance*
- *Vision Insurance*
- *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 (6%) 403b Retirement Plan*

***This is a great opportunity to make a difference!***

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**Requisition #:** 49491

**Status:** Full-time, Exempt

**Schedule:** Monday – Friday, 8AM – 5PM

**Onsite or Hybrid:** Onsite

**Bilingual (English/Spanish):** No

This position will pay \$88,171.20 - \$113,776.00 annually. Salary is commensurate with experience.

**POSITION SUMMARY:**

Reporting to the Director of Case Management and collaborating closely with clinical site leadership, the Community Supports (CS) Program Manager is responsible for

developing and implementing care coordination services for patients who require additional support but do not qualify for HIV care coordination at APLA Health.

The Program Manager will design and optimize workflows to assist clinical staff in delivering comprehensive care coordination, establish and maintain appropriate record-keeping systems to document assessments, care plans, and referrals, and oversee the recruitment and supervision of staff, including community health workers and social workers. Additionally, this role will assist the Director of Case Management in building and maintaining staff training programs focused on trauma-informed care, verbal de-escalation, and crisis management.

The CS Program Manager will prioritize services for patients with multiple co-morbidities excluding HIV, as well as those facing challenges related to Social Determinants of Health (SDOH). The primary objective is to address SDOH to stabilize vulnerable patients by connecting them with community resources and referrals, while also supporting clinical staff to allow greater focus on medical interventions during patient visits.

Community Services is a new program that will be implemented across 6 Federally Qualified Health Center sites. This is an exciting opportunity to create impactful and dynamic services in collaboration with various stakeholders.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide supervision of all CS staff as they integrate case management services into current clinical workflows.
- Develop and measure quality improvement measures that help to reflect the impact of CS on health outcomes and clinical staff support.
- Collaborate with clinical leadership at all sites to develop workflows that are both standardized across all APLA Health clinical sites, while also adaptable to the needs of individual sites.
- Collaborate with APLA Health IT staff and eCW support to build/modify current record-keeping systems to ensure appropriate documentation of CS services.
- Ensure appropriate documentation of CS interventions in eClinicalWorks and/or other charting and data collection systems through regular chart review.
- Documentation will be performed in a timely and accurate fashion in accordance with professional standards of care.
- Adhere to all applicable professional, legal, and ethical standards in the provision of services, including but not limited to mandated reporting, provision of effective services, case documentation, patient confidentiality/HIPAA regulations, ensuring patient safety, and maintaining professional boundaries.
- Attend trainings and case conference meetings as required.
- Prepare monthly reports and statistics as requested.
- In conjunction with the Director of Case Management, responsible for the recruitment, orientation and training of new staff in the CS program.
- Document recruitment efforts and maintain documentation (e.g., job descriptions, job postings, resumes, etc.) of hired staff.

- Accomplishes staff results by communicating job expectations; planning, monitoring and appraising job results through the completion of staff goals, evaluations and disciplinary action.
- Responsible for approving staff time cards and time off requests.
- Build and maintain a resource and referral guide for CS staff that includes both global and local resources for each clinical site.
- With assistance of the Director of Case Management, develop and maintain in-house training capacity around trauma-informed care, verbal de-escalation, and crisis management skills for clinical staff.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

## **REQUIREMENTS:**

Training and Experience:

- A master's degree in social work (MSW), Master's degree in Marriage and Family Therapy (MFT), Master's Degree in Public Health or a Master's in any equivalent social sciences field.
- Knowledge of behavioral health issues and motivational interviewing as a foundation for providing patient-centered services.
- Familiarity with treatment planning, biopsychosocial assessment, crisis intervention and reporting obligations.
- Must have at least three years of experience, within the last five years, providing care coordination services in clinical or community-based settings.
- Must have at least two years clinical experience as supervisor in a medical care coordination or community-based outreach program.
- Experience as a project manager or other role that required implementation of a new program or services preferred.

Ability to:

Communicate effectively orally and in writing; organize work in an effective manner; work in a collaborative, interdisciplinary, fast-paced environment; work effectively independently and as part of a team; communicate and relate to a variety of personalities, ethnicities, and sexual orientations; complete documentation, including internal QI/QM reports, in a comprehensive and timely fashion in accordance with APLA H&W policies. This position will require a high degree of collaboration with APLA Health clinical staff and external community resources.

## **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position, with frequent on-site visits to all six APLA Health clinical locations. The position 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.

## **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-19 and Booster or Medical/ Religious Exemption required.

Equal Opportunity Employer: APLA Health is an EEO Employer

**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/portal/A5559163F67395E0A2585D2135F98806/jobs/375300>