



The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: BHD Outpatient Operation Manager

Open Date: May, 2023

Closing Date: Until filled

Pay Range: \$75,000.00 to \$85,000.00 per year

Job Purpose:

The BHD Clinic Operation Manager will oversee the day-to-day operations and administrative team. Responsibilities include developing procedures and workflows in coordination with the Outpatient Clinical Manager. Duties will also include administrative functions such as but not limited to scheduling patient appointments, encounter registration, triage, intake scheduling, Nextgen PM/ EHR, referral inbox, maintain patient records, and health insurance related matter to ensure alignment with departmental and organizational objectives.

Job Responsibilities:

- Oversees and manages day-to-day operational functions in behavioral health offices
- Planning, coordinating, directing and monitoring all operational aspects in accordance with regulatory requirements
- Ensure data accuracy, may be involved with customer service issues, employee communication, participates in developing, implementing and maintaining programs that enhance the quality of behavioral health care and achieves a high level of patient and provider satisfaction as well as the budget, financial and clinical performance goals
- Contribute to planning and operational management of information
- Coordinating site assistance required for remedial or corrective action required as a result of performance evaluation, monitoring, or auditing
- Oversees the administrative staff in outpatient and programs, and delegates work tasks in behavioral health offices to ensure the tasks are completed properly and in a timely manner, within budget and in compliance with quality and regulatory standards
- Work with inter-departments to deliver high quality of patient services
- Participate in/on a variety of meetings, Manager/Supervisor meetings, committee's task forces, and/or other related groups to communicate information regarding services, programs, areas of opportunity, and/or other pertinent information as appropriate
- Ensures operations and administrations functions smoothly and effectively



- Manages staff schedules, coverage, workstation reservations
- Coordinates onboarding with supervisors, trainers, and HR, and ensures that all paperwork is complete beforehand
- Keep abreast with all organizational changes and business developments
- Collaborates with Outpatient Clinical Manager and Program manager to ensure outpatient workflows and grant deliverable are met
- Assists and manages purchases for staff and coordinates with fiscal department on a monthly basis
- Other administrative duties may include arranging lunch orders for luncheons and other assigned duties

Qualifications:

- Master's degree in public health, psychology, social work or similar
- Experience working in the community health clinic or a behavioral health clinic
- Leadership, problem-solving, organizational, interpersonal, multi-task, and time-management
- Demonstrate ability to establish and maintain cooperative relationships with other staff members, subordinates, administrators, and providers
- Ability to perform effectively under conditions of fluctuating workload and with frequent interruptions and distractions
- Proceed with own initiative using independent judgment and discretion to solve programs. Making appropriate job decisions following standard policies/ procedures, past precedents and common sense
- Mentor and develop staff
- Keep insight to details and processes
- Result-oriented
- Critical thinker and problem-solving skills
- Time management skills
- Great interpersonal and communication skills

Please send your resume to:

cschr@cscla.org

Subject: Outpatient Operation Manager

Chinatown Service Center is a nondiscrimination equal opportunity employer.

Reasonable Accommodations are available upon request to individuals with disabilities.