



Position: Health Programs Director
Department: Health and Mental Health Services
Reports to: Director of Health and Mental Health Services
Salary: DOE
Status: 100%; Full Time; Exempt; Management
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY:

Under general supervision from the Director and Deputy Director of Health and Mental Health Services (HMHS), the Health Programs Director (HPD) will be responsible for the oversight of all direct service programs within the HMHS Department at the Los Angeles LGBT Center (LALGBTC). This position serves as third in command of HMHS.

ESSENTIAL FUNCTIONS:

Responsible for the smooth and efficient operation of LALGBT's HMHS, including oversight and management of the day-to-day operations of clinics and programs. In this capacity, the HPD is responsible for guiding the development and integration of the organization's strategic plan. Working collaboratively with the Director and Deputy Director of HMHS in providing management oversight for the development of high quality, cost effective and integrated programs throughout the department.

- 1) Serves in a leadership position on the HMHS Senior Management team and participates in the planning and implementation of LALGBTC's HMHS mission, vision and values, including the deliverance of high quality, client-focused services;
- 2) Guides all program development and implementation to meet the needs of our diverse client population;
- 3) Resolves complex range of issues affecting multiple individuals and/or departments, including patients, staff, physicians, and management personnel through pro-active improvement and assessment problem solving, ensuring satisfactory and timely resolution of issues;
- 4) Establishes high work performance standards for the staff. Routinely provides staff supervision and guidance through well-established mentoring and motivating skills. Performs annual performance evaluations for directors and managers of HMHS divisions and programs;
- 5) Ensures all appropriate policies and procedures are in place and participate in the establishment and implementation of organizational policies and procedures.
- 6) Ensures that business functions, clinical services and programs meet and comply with regulatory agencies accreditation standards, program regulations and payer requirements;
- 7) Ensures compliance with site and program audits, program reporting and program grant renewals;
- 8) Plays a key role in competitive application process including grant writing, and management of governmental health services grants;
- 9) Ensures administrative, clinic, and program productivity by developing, monitoring, reporting and evaluating established targets. Works with Director, Deputy Director and Finance to oversee the fiscal well-being of the department, which includes establishing the yearly budget and regular monitoring of financial and productivity reports;
- 10) Works closely with the Compliance Officer and Quality Management team to ensure overall quality management, continuous quality improvement, and compliance with HIPAA, OSHA and other regulatory agencies;
- 11) Participates in local, state and national efforts that support AIDS service organizations and community health centers;
- 12) Works with MarCom on the promotion and marketing of HMHS programs and services;

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Five years progressive administrative experience in a medical, health care, and/or public health environment;
- 2) Bachelor degree or six to eight years of experience required in public health/health administration/business administration or related field; master degree in above fields preferred;
- 3) Expert knowledge of and experience with the implementation and integration of several significant programs such as: primary health care, HIV and STI prevention and treatment services, behavioral health including substance abuse treatment, pharmaceutical services, and research;
- 4) Strong working knowledge of the principles of health promotion, disease prevention and overall public health;
- 5) Must be conversant with the challenges in administration of a large, multi-faceted non-profit healthcare organization which has numerous revenue streams, including many grants and contracts;
- 6) Extensive experience with managing multiple priorities;
- 7) Must have strong and confident leadership skills, including team building;
- 8) Proven track record of coaching, counseling, motivating, and evaluating staff;
- 9) Must possess excellent verbal and written communication skills;
- 10) Sensitivity and ability to serve clients with a wide variety of backgrounds;
- 11) Well-established track record with strategic planning, program implementation, and evaluation;
- 12) Background in quality management including assessment and continuous quality improvement;
- 13) Working understanding of the ACA and the rapidly changing healthcare environment;
- 14) Direct administrative experience preferred with FQHCs or FQHC Look-Alikes;
- 15) Experience with the requirements of managed care including capitation management, utilization review, and authorizations is a plus;
- 16) Working knowledge desired of budgeting, maximum revenue collection, interpreting profit and loss statements;
- 17) Understanding of health information technology and systems is desired;
- 18) Familiarity with third party contracts and billing is a plus;
- 19) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;
- 20) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

21) A passion for the Center's work and its mission to make the world a better place for LGBT people.

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