

# Clinical Operations Coordinator I

Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

## **Position Description:**

Under supervision of the Clinical Operations Manager, the Clinical Operations Coordinator is responsible for coordination of clinical documentation protocols, quality assurance and quality improvement procedures for the agency's clinical programs. This includes clinical documentation training, monitoring and support to direct service staff/interns, including the use of Family Paths' Electronic Health Record system. The Clinical Operations Coordinator, along with the Clinical Operations Manager, also provides Quality Review of clinical notes, case files and charts.

This position works under the direction of the Clinical Operations Manager to gain and maintain a clear understanding of the policies and procedures regarding documentation standards for various funding streams. The Clinical Operations Coordinator communicates with Program Managers and direct service staff to implement best practices regarding chart documentation and contract compliance. The Clinical Operations Coordinator is responsible for communicating collaboratively, respectfully and effectively with colleagues from diverse backgrounds.

This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices.

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

### Clinical Operations:

- Provides clinical documentation, billing, and Electronic Health Record system training and support for all direct service staff.
- Oversees maintenance of training protocols and materials including the Medi-Cal documentation training manual.
- Collaborates and/or consults with Managers and respective staffs, as requested, to develop and/or implement new and updated policy and procedures on chart documentation and contract compliance.
- Coordinates with Billing Team and Clinical Records Specialist to track and report clinician compliance with billing and documentation protocols.
- Regularly reviews client files to identify training opportunities
- Oversees the process of client chart and progress note review and to ensure compliance with state, county and agency standards and reports non-compliant case files to management for staff corrections.
- Participates in the Medi-Cal Clinical Quality Review and any audits as needed.
- Researches and stays up to date on documentation standards and billing requirements for various funding streams for the agency.
- Serves as a secondary point of contact for the Clinical Operations team for communication between staff and between Alameda County Behavioral Health Care Quality Assurance department.

### OTHER JOB FUNCTIONS:

- Attends department and other mandatory meetings and designated training events sponsored or required by Family Paths.

- Participates in State Audit preparation as needed.
- Provides data for reports and contracts as needed.
- Supports staff with documentation and billing questions, as needed.
- Provides clinical group supervision coverage as needed.
- Performs related duties as required.

**REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:**

- MA/MS degree in mental health field required from an accredited graduate school.
- Preferred 2 years licensed MFT, LCSW or Ph.D. in California.
- Advanced computer skills/proficiencies: Microsoft Office Suite; Electronic Health Records system.

**Desired Qualifications:**

- High level of attention to detail, organizational skills, flexibility, consistency and accountability.
- Experience with Medi-Cal documentation standards
- Ability to adapt documentation standards that meet various contract/funding requirements.
- Ability to train and support individuals with different learning styles and looks for ways to improve and promote quality.
- Ability to adhere to strict deadlines and deliverables.
- Ability to communicate effectively and respectfully (both verbally and in writing) to colleagues from diverse backgrounds.
- Ability to exercise good judgment and work independently on a day-to-day basis legally and ethically and to consult with supervisor when appropriate.
- Language skills that include the ability to read, analyze and interpret compliance and regulation guidelines and legal documents.
- Ability to address differences and conflicts, including those that are culturally based, in a proactive manner.
- Must have working knowledge of all laws pertaining to mental health in general and child abuse in particular.
- Must demonstrate acceptable level of maturity, good judgment, and the ability to maintain a high level of discretion and confidentiality.
- Displays a professional demeanor and "can do" attitude to represent the organization in a positive manner at all times.
- Has outstanding interpersonal skills, works effectively in a team, and works effectively and maintains composure in a stressful or deadline-driven environment.
- Is adaptable and a proactive problem solver able and has a willingness to do what it takes to contribute to their own success and the success of the agency.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is:

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Frequently required to utilize hand and finger dexterity.
- Occasionally required to climb, balance, bend, stoop, kneel or crawl.

- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include: close vision; (on a computer or reading documents).

**COMPENSATION:** \$60,931.650 - \$62,454.941. Pay rate is commensurate with education and experience and competitive in the non-profit environment.

**LOCATION:** Hayward

**WORKING CONDITIONS:** Due to COVID 19, employees are working remotely until further notice, with an option to work in office if appropriate.

**EMPLOYEE STATUS:** Full Time, Exempt

**WEEKLY HOURS:** 37.50 (*Full Time positions are based on a 37.50 work week*)

**BENEFITS INCLUDE:**

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts
- PTO plan starting at 4 weeks (progressive to 6 weeks at 5 years)
- 12 paid Holidays, 2 Float Holidays
- 5 days of paid Educational Leave + professional development allowance
- 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long-Term Care Insurance, Voluntary Aflac Benefits

**TO APPLY:** Send your resume and **cover letter** to Alison Czopp. **Resumes without cover letters will not be reviewed.**

Email: [aczopp@familypaths.org](mailto:aczopp@familypaths.org)

Website: [www.familypaths.org](http://www.familypaths.org)