Position: Director of Health Services
Department: Health Services
Reports To: Executive Director
Status: Exempt / Full-Time
PayScale: $115,000–$145,000
Probation: 90 days

JOB SUMMARY:

The Director of Health Services provides hands-on leadership and management of the Health Services Department at The LGBTQ Center Long Beach, overseeing daily clinic operations, staff, regulatory compliance, and financial sustainability. This position is responsible for building and implementing the clinic's operational infrastructure, including medical billing, revenue cycle management, provider credentialing, clinic workflows, policies and procedures, and a sliding scale fee program.

Working within a lean team, the Director is expected to independently lead and execute operational initiatives from development through implementation, while directly managing daily clinic operations, supervising staff, and supporting high-quality, culturally responsive patient care. This position requires a proactive, resourceful, and solutions-oriented leader who takes ownership of responsibilities, demonstrates initiative, and ensures consistent follow-through.

.Primary Duties and Responsibilities:

Leadership & Staff Management

- Provide hands-on leadership and management of the Health Services Department, balancing strategic planning with daily operational responsibilities.
- Supervise, train, and support clinical and administrative staff, including recruitment, onboarding, scheduling, and performance management.
- Establish departmental goals, performance expectations, and accountability while proactively identifying challenges and implementing solutions.
- Collaborate with the Executive Director, Medical Director, and organizational leadership to advance departmental priorities.

Clinic Operations & Infrastructure

- Direct daily clinic operations, including staffing, patient scheduling, intake, referrals, documentation, and service delivery, while providing hands-on administrative and operational support as needed.
- Develop, implement, and maintain clinic workflows, policies, procedures, and standard operating procedures.
- Manage provider credentialing and enrollment with Medi-Cal and commercial insurance plans, including applications, renewals, and payer follow-up.
- Develop and implement the clinic's sliding scale fee program, including eligibility criteria, procedures, staff training, and billing integration.
- Maintain operational readiness, including supplies, equipment, vendor coordination, and emergency preparedness.

Medical Billing & Revenue Cycle Management

- Lead the development, implementation, and management of the clinic's medical billing and revenue cycle infrastructure, establishing workflows and resolving implementation challenges.
- Oversee AthenaHealth billing operations, including eligibility verification, coding, claims submission, payment posting, denials, and accounts receivable.
- Supervise and support the Medical Biller, providing hands-on assistance with troubleshooting, process improvements, and billing compliance.
- Monitor billing performance, reimbursements, collections, and revenue opportunities to improve financial sustainability.

Financial Management & Performance

- Develop and manage the departmental budget in collaboration with the Director of Finance & Human Resources.
- Monitor revenue, expenses, staffing costs, productivity, and financial performance, identifying opportunities to increase revenue and improve efficiency.
- Track key performance indicators, evaluate departmental performance, and prepare operational and financial reports.

Grant Management, Compliance & Reporting

- Oversee departmental grants and contracts, ensuring compliance with funding requirements, approved scopes of work, and contractual obligations.
- Monitor grant deliverables, performance measures, service targets, and reporting deadlines, ensuring timely and accurate completion.
- Ensure accurate documentation, data collection, and reporting of grant-funded services, identifying deficiencies and implementing corrective actions as needed.
- Collaborate with the Director of Grants and Director of Finance & Human Resources on grant reporting, invoicing, budget monitoring, and compliance.

Patient, Community & Partner Relations

- Promote culturally responsive, inclusive patient care, addressing concerns and collaborating with clinical providers to improve access, experience, and continuity of care.
- Ensure compliance with applicable healthcare regulations, HIPAA, patient confidentiality requirements, and organizational policies.
- Maintain relationships with healthcare providers, pharmacies, insurers, and community partners to strengthen services and patient access.

General Responsibilities

- Participate in organizational meetings, trainings, events, and professional development activities.
- Collaborate across departments, adapt to changing priorities, and perform additional duties as assigned to support the Center's mission.

Required Qualifications, Experience and Skills:

- Minimum five (5) years of healthcare administration or clinic operations experience, including at least three (3) years of supervisory or leadership experience.
- Demonstrated hands-on experience implementing or managing medical billing and revenue cycle operations, with the ability to independently develop workflows, troubleshoot billing issues, and oversee the full revenue cycle.
- Experience developing and implementing clinic workflows, operational systems, policies,

and procedures.
- Working knowledge of provider credentialing, insurance enrollment, Medi-Cal, and commercial payer requirements.
- Knowledge of healthcare compliance, HIPAA, and patient confidentiality.
- Strong financial, organizational, analytical, communication, and problem-solving skills.
- Proven ability to independently manage projects, supervise staff, and perform hands-on operational work in a lean team environment.

Preferred Qualifications

- Experience implementing medical billing systems and using AthenaHealth or a comparable electronic health record (EHR) system.
- Experience developing and implementing sliding scale fee programs.
- Experience in nonprofit healthcare, community clinics, HIV/STI services, or sexual health programs.
- Experience serving LGBTQ+ communities and underserved populations.
- Bilingual proficiency in English and Spanish or another relevant language

The LGBTQ Center Long Beach is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, or any other protected status.

This job description is intended to provide a general overview of the position and is not an exhaustive list of all duties and responsibilities. Employment is at-will, and either the employer or employee may terminate the employment relationship at any time, with or without cause or notice.

We are committed to providing reasonable accommodations for individuals with disabilities. If you require an accommodation during the application process, please let us know.

ONE IN LONG BEACH, INC
dba THE LGBTQ CENTER LONG BEACH
EMPLOYMENT APPLICATION

The LGBTQ Center Long Beach (The Center) is an Equal Opportunity Employer and does not discriminate, exclude, or otherwise deny employment and/or advancement opportunities to any qualified candidate based on age, ancestry, color, disability/handicap, gender, gender identity/ expression, national origin, place of birth, race, religion, sex, sexual orientation, and/or any other characteristic(s) protected under local, state, or federals laws in any of its employment practices and activities. All employment decisions shall be made without regard to any of these characteristics.

INSTRUCTIONS:

Please complete all fields. Incomplete information could disqualify you from consideration. Please submit a cover letter, resume, and this application and email to **Ellie Perez, Executive Director, at eperez@centerlb.org.**

PART I: CANDIDATE'S INFORMATION

Name:	Date:	
	Pronouns (Optional):	
Address:		
City:	State:	Zip code:
Phone:	Email:	

PART II: PREVIOUS EMPLOYMENT WITH THE CENTER

Have you ever been employed by The Center?		☐ Yes	☐ No
DATE(S):	**FROM:**	**TO:**	
WHAT WAS YOUR ROLE?			
WHO WAS YOUR STAFF SUPERVISOR?			

PART III: PREVIOUS VOLUNTEER EXPERIENCE WITH THE CENTER

Have you ever volunteered at The Center?			☐ Yes	☐ No
DATE(S):	☐ One time	**FROM:**	**TO:**	
WHAT WAS YOUR ROLE?				
WHO WAS YOUR STAFF SUPERVISOR?				

PART IV: SERVICES FROM THE CENTER

Have you ever received any services at/from The Center?			☐ Yes	☐ No
DATE(S):	☐ One time	**FROM:**	**TO:**	

PART V: AVAILABILITY

For which position are you applying?			
What type of work are you seeking?	☐ Full time	☐ Part-time	☐ Temporary
On what date can you start?			

Please use the spaces below to write which days and hours you are available for work.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM	AM	AM	AM	AM	AM	AM
PM	PM	PM	PM	PM	PM	PM

If needed, can you work overtime?	☐ Yes	☐ No

PART VI: EDUCATION

Please circle the highest grade completed: 7 8 9 10 11 12 13 14 15 16+

Institution's Name	City/State	Years Completed	Graduation Date	Diploma/Degree

PART VII: JOB RELATED SKILLS		
Language skills: Are you fluent (speak, write, read) in any other language other than English? *If so, please describe below.*	☐ Yes	☐ No
Please list any other skills, licenses, or certificates that may be job related or that you feel would be of value to this job and The Center.		
Have you read the job description?	☐ Yes	☐ No
Do you understand the requirements of the job?	☐ Yes	☐ No

PART VIII: EMPLOYMENT HISTORY				
☐ **I am still working for this employer**	May we contact employer?		☐ Yes	☐ No
Employer's Name				
City/State		Phone		
Position/Job Title	Supervisor's Name			
Dates of Employment	From:		To:	
Duties/Responsibilities				
Reason for leaving				

Employer's Name				
City/State			Phone	
Position/Job Title		Supervisor's Name		
Dates of Employment	From:		To:	
Duties/Responsibilities				
Reason for leaving				

Employer's Name				
City/State			Phone	
Position/Job Title		Supervisor's Name		
Dates of Employment	From:		To:	
Duties/Responsibilities				
Reason for leaving				

PART IX: PROFESSIONAL REFERENCES	
Name	Relationship
Email	Phone
Name	Relationship
Email	Phone
Name	Relationship
Email	Phone

ACKNOWLEDGMENT

PLEASE READ CAREFULLY BEFORE SIGNING

I understand that neither the completion of this application nor any other part of my consideration for employment establishes any obligation for The Center to hire me. If I am hired, I understand that either The Center or I can terminate my employment at any time and for any reason, with or without prior notice. I understand that no representative of The Center has the authority to make any assurance to the contrary.

I attest with my signature below that I have given The Center true and complete information on this application. No requested information has been concealed. I authorize The Center to contact references provided for employment reference checks. If any information I have provided is untrue, or if I have concealed material information, I understand that this will constitute cause for denial of employment or immediate dismissal.

Signature _____ Date _____