



EMPLOYMENT OPPORTUNITY

KYCC is committed to meeting the needs of the multicultural Koreatown community. Our ECM unit services provide a whole-person approach to children and adults experiencing complex medical and psychosocial challenges to minimize the likelihood of preventable hospital and emergency department admissions. Services include outreach and engagement, providing person-centered intensive case-management, developing care plan, and providing linkages to medical, psychiatric, social, educational and other services as needed.

We have been serving our diverse community for more than 45 years, and if you are passionate about creating change within our community, one family at a time, we'd like to meet you.

Enhanced Care Management Services Program Assistant (Full-time, Non-exempt)

Unit: Enhanced Care Management Services

Reports To: Enhanced Care Management (ECM) Manager

Positions Available: 1

Posted: 09/05/2023

Salary: \$20.00- \$22.00 hourly DOE, plus BENEFITS

Summary: Enhanced Care Management (ECM) services provide a whole-person approach to children and adults experiencing complex medical and psychosocial challenges to minimize the likelihood of preventable hospital and emergency department admissions. ECM Services include outreach and engagement, screening and assessment, person-centered intensive case management, developing care plan, and providing linkages to medical, psychiatric, social, educational and other services as needed.

We are seeking a highly organized and proactive Program Assistant to join our team for our Enhanced Care Management Services Unit. This position will support the ECMS Manager with administrative tasks such as billing, reports, and other program-related tasks. Additionally, they will be responsible for outreach to patients and community partners, providing education on the program's services and benefits. The ideal candidate should possess exceptional organizational and communication skills and have experience in billing.

Performance is reviewed on a continuous basis with specific goals and objectives identified throughout the year. This is a full-time, non-exempt position.

Duties / Responsibilities:

A. Provide administrative and clerical support to the ECM Unit by:

- Entering all claims data as required;
- Opening and closing client files as necessary;
- Completing and submitting error reports as required;
- Developing a manual of operations and updating it as necessary;
- In conjunction with the ECM Manager, coordinate audits and ensure compliance with all contractual and regulatory mandates;
- Attending meetings and trainings related to the use and maintenance of the data systems as required;
- Scheduling meetings as requested, filing meeting notes, assisting with follow-up items from meetings;
- Ordering and maintaining office supplies and equipment.

B. Support ECM Services Unit activities related to:

- Developing outreach activities to reach participants who are under-resourced and/or underserved;
- Outreaching and engaging community individuals who are underserved to enroll in ECM services;
- Asset mapping, action plan development and implementation, and on-going evaluation for the targeted communities;
- Establishing and maintaining liaison with community organizations, local entities, and community stakeholders for outreach and engagement;
- Completing data collection, reports, and other documentation to ensure accuracy of member data, enrollment, services, and progress;
- Contract compliance activities including meeting the contract objectives, documentation requirements, coordinating evaluation activities, and other performance related issues.
- Monitoring and evaluating the effectiveness and efficiency of programmatic service delivery.



Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):

- At least 60 semester units of general education college units.
- Bilingual capacity (**Spanish/English** and/or **Korean/English**).
- At least one (1) year of experience with electronic health records system, particularly with EXYM and claim submission experience with Managed Care Plans.
- Have a strong sense of prioritization and can coordinate multiple demands in a high-pressure environment.
- Ability to organize and prepare documentation via electronic health record systems in a timely manner.
- Working knowledge of the use and operation of personal computers.
- Ability to interact with the public or other employees in a professional, respectful, and courteous manner, practice good public relations and display sound judgment and decision-making skills in stressful situations, communicate in a professional and effective manner with others, both orally and in writing information, clearly and concisely, comprehend and follow verbal and written instructions.
- Knowledge and/or experience working with children, youth, and families from various socio-economic and cultural backgrounds.
- Possess initiative, flexibility, and the ability to work under pressure and exercise independent judgement.
- A valid Class C California Driver's License, access to personal automobile, and proof of auto insurance.
- Physical requirements: Able to hear a child calling for help, able to see a child on the playground, able to sit for long periods of time, seeing to inspect the field and written documents; ability to communicate with KYCC staff, affiliates, clients and public; and dexterity of hands and fingers to operate office equipment.
- Live Scan and TB test completion are required once a job offer is made.

Desired Qualifications:

- A Bachelor's degree in Psychology, Sociology or other-related field from an accredited College or University.
- Familiarity working with medical managed healthcare plans for billing purposes.
- Strong interpersonal, organizational, written and communication skills.
- Ability to work collaboratively with others and a willingness to participate fully in the team process.
- Certification in CPR (Youth & Adult) and First Aid training.

To apply, please submit a **cover letter and resume**.

SUBMIT AN APPLICATION