Community Health Alliance of Pasadena (ChapCare)

Job Description

Title: Member Services Manager
Department: Operations
Reports To: Chief Operations Officer
Directs: Member Services Department Representative(s)

Summary
As a growing Medical Group provider to residents of the Pasadena area and the greater San Gabriel Valley, ChapCare is seeking a qualified full-time Member Services Manager. The position will oversee and continue to develop a robust department that manages ChapCare’s patient engagement, education, retention, and satisfaction efforts. The position works with the Chief Operations Officer to review and develop department policies and procedures, an annual calendar of activities, and associated materials. The position supports education of new patients on ChapCare’s services and their healthcare needs and engagement with patients to ensure they are maintaining their health, and are satisfied with ChapCare’s services.

Job Description:

- Reviews and develops Member Services Department policies and procedures, annual department work plan, and associated materials; as well as manages the annual department work plan
- Supports development of patient Welcome Packet(s), and availability via electronic channels
- Supports Quality Assurance/Quality Improvement (QA/QI) Department by sending patient reminders for annual wellness exams and key clinical screenings
- Conducts review of patient complaints submitted in the health center setting, via contracted IPA(s), and on-line via social media, including evaluation and development of corrective action with Department heads and through the organization’s Grievance Committee (as needed)
- Develops and monitors monthly, quarterly, and annual Member Services Department metrics including patient retention rate, patient satisfaction, and improvement on clinical indicators
- Evaluates performance of Member Services Department staff
- Provides feedback, support, and coaching to Member Services Department staff
- Sits on applicable ChapCare internal committees (as needed)
- Assists in development of promotional ideas and material (as needed)
- Attends trade meetings and healthcare conventions (as needed)
- Manage special projects (as needed)
- Other activities assigned as required

Qualifications

Experience & Education:

- Bachelor’s degree in Health Education, or a related field a plus
• 5-7 years of experience required providing similar services at a health plan, provider network, or at a Federally Qualified Health Center (FQHC)
• 1-3 years of supervisory experience preferred

Skills:

• Demonstrates a commitment to the agency’s mission
• Comfortable and knowledgeable of the Health Care Industry
• Strong presentation skills
• Excellent written and verbal skills (excellent grammar, spelling, and punctuation)
• Ability to read, analyze, and produce reports. Proficiency with Excel, Microsoft Office Suite
• Strong organizational skills and ability to multi-task
• Demonstrates cultural and linguistic competence. Bi-lingual (English-Spanish) preferred
• Ability to work as a team member
• Ability to work evening and weekend hours as needed
• Should be pleasant, neat, and well-groomed in representing the agency to the general public