



has an opportunity for an

**Office Manager**  
**(Aka Quality Improvement Coordinator)**  
Metro Santa Ana Clinic (South Coast Metro area)  
(Full-Time)

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

The Office Manager/Quality Improvement Coordinator plays a pivotal role in partnering with the Program Director to establish and maintain high-quality client care and service delivery. This dual-role position involves leading quality improvement initiatives and managing office operations, ensuring that both clinical and administrative functions run smoothly. The ideal candidate will be adept at supervising support staff, implementing quality improvement projects, and optimizing workflow processes to meet the clinic's goals and regulatory standards (e.g. technical review of charts for supervisory review/audits; maintain logs tracking client admissions, discharges, medication reviews, etc.).

**Responsibilities:**

**Quality Improvement**

- Assumes primary responsibility for managing and overseeing program/staff compliance with quality assurance and related guidelines.
- Manages and trains administrative team and workflow in database, IRIS, and customer service.
- Develops, implements, and monitors quality improvement (QI) initiatives to enhance client care and clinic operations.
- Analyzes data to identify areas for improvement and track the effectiveness of QI projects.
- Collaborates with clinical and administrative staff to develop and enforce best practices and protocols.
- Ensures compliance with all contractual obligations and regulatory requirements.
- Prepares and present reports on QI activities and outcomes to clinic leadership.

**Office Management**

- Oversees the daily operations of the outpatient clinic, ensuring a welcoming and efficient environment for clients, families and staff.
- Supervises administrative assistants and QIA, including training, overseeing assigned tasks/projects, managing performance, and completing evaluations.

- Manages office workflows, scheduling, and resource allocation to optimize staff productivity, high-quality client care and service delivery.
- Handles procurement, inventory, and overseeing office supplies and equipment.
- Addresses and resolves operational issues promptly and effectively.

#### **Supervisory Responsibilities**

- Provides leadership, direction, and support to administrative assistants and QIA.
- Conducts regular team meetings to communicate updates, gather feedback, and foster a collaborative work environment.
- Strong communication skills, both written and verbal
- Develops and implements training programs to enhance staff skills and knowledge.
- Monitors staff performance, providing coaching and corrective action as needed to ensure high standards of client care and service delivery.

#### **Minimum Qualifications:**

- Bachelor's degree in social work or related field from an accredited university; and two years directly related experience in quality assurance or technical review and audits.
- Knowledge of Medi-Cal documentation demonstrated ability to train for and monitor Medi-Cal compliance.
- Ability to read, analyze, and interpret pertinent mental health reports and all applicable regulations.
- Able to write clear and concise reports, business correspondence, and procedures with conformance to the prescribed style and format.
- Effectively present information orally and in varied situations, including the ability to effectively respond to questions from small and large groups of employees, and managers.
- Awareness and demonstration of sensitivity to diverse socioeconomic and multicultural backgrounds.
- Accurately calculate figures and amounts and apply them to practical situations.
- Ability to work with balance sheets, profit/loss statements, and financial statements / reports.
- Able to define and solve practical problems and deal with a variety of concrete variables.
- Organize and manage multiple priorities.
- Excellent leadership skills with a demonstrated ability to lead a diverse team that enables collaborative work and promotes operational efficiency and productivity
- Ability to think ahead and plan over a 6–12-month time span.
- Measurement of performance to Agency goals and standards and establishment of targets for improvements in quality, cost, service, and employee relations.
- Computer literate with Microsoft Office Suite, Outlook, Word, Excel, and database skills.
- Computer literacy with EXYM and IRIS applications preferred.
- Bilingual in English and Spanish preferred.

**Salary:** from \$66,560.00 annually

**Benefits:** Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

***Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.***

*Western Youth Services is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce to maintain the excellence of Agency service to the community and to offer richly varied disciplines and perspectives.*