

**ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE, INC.**  
**OCAPICA**  
**JOB ANNOUNCEMENT**

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**Title:** Program Manager/Quality Assurance  
**FLSA:** Exempt, Full time with Benefits  
**Salary Range:** \$104,000 to \$114,400

**Division:** Mental Health- Adult FSP  
**Supervisor:** Behavioral Health Director  
**Revised:** May 2023

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**Summary**

Under the supervision of the Behavioral Health Director, the Program Manager/Quality Assurance will work with adult participants and family members (if applicable) in a Full Service Partnership program focused on Vietnamese population in Orange County to serve clients who have severe and persistent mental illness (SPMI). The Adult FSP program provides culturally and linguistically competent, family-centered, strength-based, and need-driven models of care, where enrollees identify their needs and strengths while working with care teams as equal partners.

**Essential Functions**

- Provide supervision to assigned staff in the Adult FSP program.
- Review programmatic reports in order to make weekly and monthly reports to the Behavioral Health Director.
- Provide 24/7 services and crisis intervention to participants/staff members in the FSP program.
- Review all staff DCR forms (e.g., PAF, KET, 3M) and surveys prior to submittal to the Data Entry Specialist to enter in the respective systems.
- Appropriately and thoroughly documents chart reviews using state, county, and Medi-Cal/Medicare standards.
- Work closely with the data and research staff to gather data needed from respective participants.
- Review and pre-approves all ISS/Flex Fund requests to ensure that all requests adhere to the policies and procedures before submittal to the Behavioral Health Director and County Admin for final approval.
- Assist in reviewing non-billable service progress notes/encounter documents on a regular basis for quality assurance to ensure that participant/family needs are being met.
- Maintain timely and accurate documentation of service contacts in accordance with agency, county and state guidelines and standards.
- Monitor the internal 365-days Medi-Cal/Medicare billing timeline according to appropriate protocol to ensure compliance.
- Review all Medi-Cal/Medicare paperwork such as Assessment Summaries, 6-Month Updates, and Annual Updates as necessary to ensure compliance.
- Appropriately and thoroughly documents chart reviews through state, county, and Medi-Cal/Medicare documentation standards.
- Supports and troubleshoot internal database and Exym EHR.
- Maintain required systems to collect/report data requested by management and County.
- Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- May perform basic statistical research and writing projects involving data collection, summarization, analysis and design.
- May coordinate development of mental health services data and information.
- Perform any other functions as needed by management and agency.

**Minimum Qualifications - Knowledge, Skills and Abilities Required:**

- Master's degree or extensive experience equivalent with at least 3-4 years related experience in county and Medi-Cal/Medicare documentation and maintenance including: management of data and compliance with all contractual requirements.
- Demonstrate knowledge of and sensitivity to diverse cultures.
- Ability to work in a multidisciplinary team inclusive of other staff, other community agencies, participants, family members, and etc.
- Excellent verbal, written communication, and computer skills.
- Ability to keep accurate records and prepare reports.
- Ability to be proficient and timely with required paperwork.
- Must be able to work collaboratively with other agency partners.
- Must possess interpersonal skills and ability to maintain professional boundaries.
- California Driver's License, car insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, trainings, and data collections at other sites.
- Occasional weekend, evening and on-call hours as needed. Ability to work flexible schedule.
- Verification of employment eligibility and background check required.
- Regular attendance required.

**Desired Qualifications - Knowledge, Skills and Abilities:**

- Bicultural and bilingual is desired
- Experience with coalition building and working with several community partners
- Experience working for and/or with community-based nonprofits
- Ability to be flexible and take initiative

**Supervisory Responsibilities:**

- ◆ Supervise assigned staff members and interns/volunteers

**Environmental Conditions (Working Conditions):**

- ◆ Duties to be performed in an office environment which may include shared space, exposed to weather conditions and noise level prevalent at the times when performing community-based duties.

**Physical Requirement:**

- ◆ In the course of performing this job, the incumbent typically spends time sitting, standing, driving, walking, typing, filing, listening and speaking.

**Mental Requirement:**

The incumbent in this position must be able to accommodate for any/all of the following: tolerance for distractions/interruptions, uncontrollable changes in priorities/work schedules. They must also be able to process information, think, and conceptualize in a clear and timely manner

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**Application Process**

Application deadline: Until filled.

Please e-mail a resume and 3 professional references (past supervisors including e-mail address and phone number) to email: [careers@ocapica.org](mailto:careers@ocapica.org)

Please ensure that the email subject has the job title: **Program Manager/QA.**

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**Agency Background**

OCAPICA was established in 1997 as a nonprofit organization with a specialty in serving the diverse Asian American and Pacific Islander communities. Since then, OCAPICA has expanded and serves all communities, especially low-income communities through several different programs in health, mental health, workforce development, policy and civic engagement, youth development, and education. OCAPICA has more than 90 employees that speak 24 languages and serve more than 40,000 community members a year.

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