AHAC ALW Operations Administrator

Job Description and Duty Statement

POSITION INFORMATION			
Employment	Full-time	**Location**	Riverside, California
Reports to	Chief Operating Officer	**Supervises**	12 full-time and part-time employees
Salary	$75,000–$85,000 annually, commensurate with experience	**Hybrid**	3 days in office and 2 days remote

Position purpose

All Hours Adult Care (AHAC) seeks an experienced operations professional to lead the daily administration of its Assisted Living Waiver (ALW) program and related Community Health Worker (CHW) workflows. The Administrator supervises staff, coordinates work and coverage, strengthens documentation and service quality, delivers practical training, maintains procedures, and supports community outreach. This role requires substantial ALW knowledge, strong systems proficiency, and the ability to turn program requirements into accurate, timely team performance.

Required qualifications

- **Extensive ALW experience.** Substantial, hands-on experience with California's Assisted Living Waiver program, including eligibility and enrollment, assessment and reassessment coordination, Individual Service Plans, monthly visits, documentation, incident reporting, and applicable Department of Health Care Services (DHCS) requirements.
- **Employee supervision.** At least 1 year of direct employee supervisory experience, including assigning work, coaching, training, reviewing quality, and addressing performance concerns with leadership or HR.
- **MedCompass and program systems.** Demonstrated proficiency in MedCompass and applicable DHCS/Medi-Cal electronic systems, including the Medi-Cal Provider Portal for eligibility verification. Ability to track participant status, correct data discrepancies, maintain electronic records, and train staff in approved workflows.
- **Advanced computer skills.** Strong proficiency in Microsoft Excel, Word, Outlook, PowerPoint, virtual meeting tools, and shared document systems. Ability to use spreadsheet formulas, sorting and filtering, tracking reports, document formatting, and version control accurately.
- **Operations and communication.** Strong organization, written and verbal communication, problem-solving, and follow-through. Ability to manage competing deadlines, develop clear procedures, and work effectively with staff, participants, families, providers, and community partners.
- **Professional judgment.** Ability to protect confidential information, follow secure records practices, recognize operational risks, and refer clinical questions to qualified clinical personnel.

Preferred qualifications

Two or more years of direct employee supervisory experience; experience in ALW Care Coordination Agency operations, CHW workflows, staff onboarding, quality improvement, procedure development, and community education.

AHAC is an equal opportunity employer. Reasonable accommodations are available during the application process and in performing essential job functions.

Essential duties and responsibilities

The following percentages describe anticipated work allocation. Priorities may change with COO approval.

Time	Area and responsibilities
30%	**Daily operations and quality review.** Direct daily ALW workflows within the COO-approved division of responsibilities with designated ALW leads. Set priorities; monitor accuracy, completeness, and timeliness; and track correction of documentation gaps, overdue work, and service barriers. Oversee assigned enrollment and eligibility verification, participant status tracking, notices, and records using MedCompass, applicable DHCS/Medi-Cal systems, and agency tools. Coordinate assessment delays, escalated issues, and assigned contracted case-manager deliverables. Clinical decisions remain with qualified clinicians.
25%	**Staff supervision and training.** Provide supervision, coaching, regular check-ins, and documented performance feedback. Lead onboarding and practical workflow and systems training; review work and verify understanding. Confirm competency with subject-matter experts before independently training staff in unfamiliar workflows. Set expectations, identify learning needs, and coordinate performance concerns with the COO and HR within delegated authority.
12.5%	**Staffing coverage and reporting.** Review caseloads, backlogs, and staff capacity. Coordinate qualified coverage and recommend staffing or priority adjustments. The Administrator is not the default ongoing frontline backup; temporary personal coverage requires COO approval, a defined duration, and workload adjustments. Report on workload, completion, quality trends, training progress, and unresolved barriers.
12.5%	**Procedures and training resources.** Develop and maintain standard operating procedures, manuals, checklists, job aids, and training materials with program subject-matter experts. Keep versions current, communicate changes, and translate recurring errors or questions into practical workflow improvements.
15%	**Community outreach and education.** Plan and deliver approved ALW presentations, educational meetings, and outreach events. Prepare materials, coordinate logistics and travel, maintain the outreach calendar, and complete follow-up. Coordinate coverage so outreach commitments and operational priorities are met.
5%	**Other related duties.** Complete related administrative follow-up, meetings, and defined special assignments consistent with the position's approved scope and available capacity.

Schedule and working conditions

The regular schedule is Monday through Friday, generally 40 hours per week, with 3 days in the Riverside office and 2 days remote. Occasional scheduled evening or weekend outreach, local travel, and training may be required. Work includes sustained computer and telephone use, meetings, document review, staff training, and presentations. Essential functions may be performed with or without reasonable accommodation.