



has an opportunity for an

Office Manager
Mission Viejo (South)
(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 plays a critical leadership role in partnering with the Program Director to ensure high-quality client care and efficient clinic operations. This dual-function position blends quality improvement leadership initiatives with office management, supporting both clinical and operational excellence.

The ideal candidate is an organized, proactive leader with experience in quality assurance, regulatory compliance, and staff supervision. This role requires the ability to analyze data, optimize workflows, and ensure adherence to Medi-Cal and other regulatory standards.

Responsibilities:

Quality Improvement

- Assumes primary responsibility for managing and overseeing program and staff compliance with quality assurance standards and guidelines.
- Train and support the administrative team in database systems, IRIS, and customer service workflows.
- Analyze data to identify improvement opportunities and track the effectiveness of QI projects.
- Collaborates with clinical and administrative staff to establish and enforce best practices and protocols.
- Ensures compliance with all contractual obligations and applicable regulatory requirements.
- Prepares and present reports on QI activities and outcomes to clinic leadership.

Office Management

- Oversee the daily operations of the outpatient clinic, ensuring a welcoming and efficient environment for clients, families and staff.
- Supervises administrative assistants including training, overseeing assigned tasks/projects, managing performance, and completing evaluations.
- Manage office workflows, scheduling, and resource allocation to optimize staff productivity, high-quality client care and service delivery.

- Identify, address, and resolve operational challenges in a timely and effective manner.
- Addresses and resolves operational issues promptly and effectively.

Supervisory Responsibilities

- Provide consistent leadership, guidance, and support to administrative staff.
- Facilitate regular team meetings to communicate updates, gather feedback, and promote collaboration.
- Develop and implement training programs to strengthen staff skills and knowledge.
- Monitor performance and provide coaching and feedback as needed to maintain service excellence.

Minimum Qualifications:

- Bachelor's degree in an accredited institution or a high school diploma/GED with relevant professional experience in quality assurance, compliance, or office management within a mental health or healthcare setting
- Minimum of two (2) years of directly related experience in quality assurance, technical review, and audits within a mental health or healthcare setting.
- Demonstrated knowledge of Medi-Cal documentation requirements, with the ability to train staff and monitor compliance.
- Ability to interpret mental health documentation, reports, and all applicable regulations.
- Strong written and verbal communication skills, including the ability to prepare reports and present information to individuals and groups.
- Demonstrated cultural humility and sensitivity to diverse socioeconomic and multicultural populations.
- Awareness and demonstration of sensitivity to diverse socioeconomic and multicultural backgrounds.
- Commitment to WYS Diversity, Equity, and Inclusivity (DEI) initiatives.
- Strong analytical, numerical, and problem-solving skills, including experience with financial statements and reports.
- Proven ability to manage multiple priorities, meet deadlines, and plan strategically.
- Excellent leadership skills with experience supervising diverse teams and improving operational efficiency. Ability to measure performance against Agency goals and establish improvement targets in quality, cost, service, and employee relations.
- Computer literate with Microsoft Office Suite, Outlook, Word, and clinical database skills; experience with EXYM and IRIS preferred.
- Bilingual in English and Spanish preferred.

Salary:

- \$68,640.00 to \$72,072.00 annually (The actual salary may vary based on experience, equity, market, and Agency considerations).

Benefits:

WYS offers a comprehensive employee benefits package including:

- Medical, Dental, Vision
- Life Insurance, Long Term Disability
- 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 (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.