

Clinic Services Administrator Job Description

Chicago Women's Health Center (CWHC) was established in 1975 as a feminist health collective. CWHC's mission is to facilitate the empowerment of women, trans people, and young people by providing access to health care and health education in a respectful environment where people pay what they can afford. All services are provided on a sliding scale regardless of a client's ability to pay. CWHC values diversity, striving to represent the communities it serves and to be affirming of all identities and life experiences. CWHC's modified collective structure means that every member has input into policy decisions and shares responsibility for the work of the organization.

Position Description:

As part of the Clinical Services Committee (CSC) at Chicago Women's Health Center (CWHC), the Clinic Administrator will work cross functionally to provide operational and administrative support. This role contributes to CWHC's compassionate, affirming, and inclusive care by 1) working closely with other CSC team members to ensure safety for staff and clients and 2) supporting clients and providers through the payment processes, including discussing payment options, collecting payment, creating insurance claims, and answering CSC client billing questions. The responsibilities are performed using a model of care that supports client autonomy and partners with clients in addressing their reproductive and sexual health and gender-affirming hormone therapy needs.

Support Structure: This role is supported by, and works closely with, the Clinical Service Director, the full-time Nurse Practitioner and the Billing and Finance Coordinator.

Primary Responsibilities:

Quality Assurance and Safety Systems (30%)

- Maintain compliance with health care regulatory requirements
- Manage lab systems to ensure CWHC is prepared for outside audits
- Conduct annual competency testing, emergency drills and trainings
- Organize and document all clinic staff certifications such as BLS, HIPAA, annual competency testing and emergency trainings
- In collaboration with the full time Nurse Practitioner, CSC providers and other CWHC programs create and update security plans: Including digital and physical security policies
- In collaboration with providers, maintain clinical space and aesthetics

Billing and payment processes (40%)

- Act as main contact between CWHC's Billing and Finance Coordinator and Clinical Services Committee
- Meet routinely with Billing and Finance Coordinator to create and monitor billing systems
- Collaborates with Billing and Finance Coordinator on client communication
- Answer client billing questions, investigates and works to resolve issues, collects phone payments
- Communicate with CSC clients to address billing, insurance, and payment issues via in person conversation, phone call, email, and other methods

- Collaborates with providers to create claims, discuss sliding scale and payment with self pay clients and collects payments at the end of visits
- Support front desk reception as needed

Electronic Health Record billing and chart systems (20%)

- Develop deep familiarity with Athena billing/claims systems and translates Athena for CWHC needs- creates billing training documents for providers
- Assist with error resolution and denial management related to CSC claims including claims on hold and missing slips
- Collaborate with CSC coordinators and providers to create structure within EHR for unified charting and visit flow

Provide documentation of the role as it develops

- Create training documents for cross-training and for future Clinical Administrators

Collective Involvement (10%)

- Join ad-hoc committees as needed (based on interest and/or specific skill set or position)
- Review meeting minutes from all programs, to stay informed about health center activities
- Provide feedback in the interest of improving health center services and culture
- Participate in annual budget assessment process
- Support CWHC through events attendance and community networking
- Attend, actively participate, and vote in Collective Meetings (4 meetings per year)

Qualifications:

- Familiarity with Microsoft Office, including Excel
- Experience working with Electronic Medical Records Systems such as AthenaHealth preferred
- Familiarity of ICD10-codes and medical terminology preferred
- Experience with cash handling and/or cashiering preferred

Skills:

- English/Spanish bilingual is a plus
- Strong administrative skills; attention to detail; ability to assess and create systems
- Problem solving skills
- Excellent communication and customer service skills

Essential Job Functions:

According to the Equal Employment Opportunity Commission (EEOC), essential functions are the basic duties that an employee must be able to perform, with or without reasonable accommodation. This is intended to describe the general nature and level of work being performed. This is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.

Physical requirements: Some activities of this position include frequent walking, standing, sitting, manual dexterity, near acuity vision, ability to distinguish color, ability to palpate, and hearing.

Communication requirements: Communication expected of the Clinical Administrator includes writing, speaking, hearing, and dealing with the public in English. Confidentiality and privacy laws must be followed.

Cognitive requirement: Cognitive requirements for the Clinical Administrator include reading, writing, simple arithmetic, math reasoning, measuring, and reviewing lab reports in English.

Working environment/safety: The work environment is indoors in an open office. The clinic is subject to frequent interruptions and at times, irregular hours. Occasional pressure due to multiple calls and inquiries exists. There are mechanical, electrical, chemical, and infectious material hazards in existence. Safety for the Clinical Administrator is provided in the form of personal protective equipment and barrier precautions.

Benefits:

This is a full-time position at 32 hours per week at \$21.75 per hour. The person in this position will be considered a full-time collective member of CWHC. The person in this position will be considered a collective member of CWHC and is eligible for benefits including generous paid time off, health, dental and eye insurance , and 403B retirement plan.

To Apply:

Please, send a resume and cover letter to cwhchiring@chicagowomenshealthcenter.org with "CSC Administrator" in the subject line. Applications will be reviewed on a rolling basis in the order they are received until the position is filled with an anticipated start date of September 2025.