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**Job Title:** Medical Record/Data Manager  
**Program/Dept.:** Living Well Clinic  
**Classification:** Temporary, Full-time/Exempt  
**Salary Range:** \$68,640.00 to \$79,996.80/Annually  
**Reports to:** Program Director  
**Location:** 4879 E. Cesar Chavez Blvd, Fresno, CA 93727  
**Date:** May 27, 2025

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### 1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

### 2. THE PROGRAM

The Fresno Center’s Living Well Center (LWC) is a “fee-for-service” organizational provider contractor with the Fresno County Mental Health Plan to provide Cultural Specific Services. It utilizes culturally and linguistically capable, qualified mental health practitioners to provide three levels of care, outpatient (OP), intensive case management (ICM), and Full Service Partnership (FSP) services, to the Southeast Asian (SEA) community, particularly those of Hmong, Laotian, Vietnamese or Cambodian descent who are Medi-Cal eligible. The mental health services are provided in appropriate SEA languages accordingly to serve targeted population.

The Fresno Center’s Living Well Clinic offers a clinical supervision and training program for graduate, post-graduate, doctoral, and post-doctoral students, with a focus on supporting individuals from Southeast Asian (SEA) communities. The goal of the program is to help increase the number of licensed mental health professionals with the cultural and linguistic competencies needed to serve diverse communities, including those of Hmong, Laotian, Vietnamese, and Cambodian descent. We encourage applicants from all backgrounds and are committed to fostering an inclusive and equitable training environment.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

### 3. POSITION SUMMARY

Reporting to the Project Director and is responsible for the management of medical and data records at LWC. Responsible for new patient processing and referral, records releases and compliance with state and federal regulations as well as HIPAA. Supervises front office and other support staff. In addition, the incumbents perform a broad range of specialized and complex medical/psychiatric clerical office support and records maintenance assignments with considerable independence. Assist in billing and managing of all of LWC billable service records.



#### **4. JOB DUTIES & RESPONSIBILITIES**

- 4.1. Maintain security for Living Well Center's medical and all other data records.
- 4.2. Work closely with the director and staff to support the requests from patients and outside entities with obtaining records to support patient care.
- 4.3. Perform a variety of clerical duties with minimum guidance and supervision involving the maintenance of permanent, legal and accurate records of patient medical care;
- 4.4. Supervise clerical and other support staff
- 4.5. Interpret, apply and ensure that the laws, rules, and regulations concerning record maintenance are upheld;
- 4.6. Updates and maintains client medical records and information;
- 4.7. Performs technical data entry of medical information into electronic health record;
- 4.8. Provides administrative assistance to professional staff in the preparation of medical/psychiatric records, reports and correspondence, assuring that all intake/assessment/clinic notes are complete and signed by appropriate professional staff;
- 4.9. Audit clinicians' schedule to ensure accuracy of service plan, medication, and clients' personal information;
- 4.10. Perform routine clerical duties in the data collection of financial records, receives, processes and files various financial and clinical documents, may handle money transactions, performs specialized assignments, coding client files in accordance with established protocols and record systems procedures;
- 4.11. Obtain and record required monthly statistics;
- 4.12. Review the medical record to assure integrity, completeness, and compliance with County, State, and Federal requirements.
- 4.13. Assist in the planning and directing patient insurance documentation, workload coding, billing and collections, and data processing to ensure accurate billing and efficient account collection.
- 4.14. Assist in analyzing billing and claims for accuracy and completeness; submit claims to proper insurance entities and follow up on any issues.
- 4.15. Assist in the preparation and analysis of accounts receivable reports, monthly financial reports, and other financial reports as requested by the Program Director and/or finance department.
- 4.16. Run client and staff monthly eligibility reports
- 4.17. Generate monthly client data report to County
- 4.18. Performs related duties and special projects as required.

#### **5. MINIMUM QUALIFICATIONS:**

- 5.1. Being competent in computer skills - such as Microsoft Office
- 5.2. Must have transportation and a valid California Driver's License
- 5.3. Must have clean DMV record.
- 5.4. Must be able to pass background check, drug test, and LiveScan.

#### **6. COMPETENCY:**

- 6.1. Knowledge of operations, services and activities of a medical office setting;
- 6.2. Principles and practices of medical record maintenance, filing and scanning;
- 6.3. Functions and procedures of a medical provider records system, including coding and related requirements;
- 6.4. Operation and use of office equipment including computers and assigned software;
- 6.5. Rules and regulations regarding medical records maintenance and information releases;
- 6.6. Basic medical and psychiatric terminology; and applicable state guidelines and regulations.
- 6.7. Maintain strictest confidentiality;
- 6.8. Adhere to all HIPAA guidelines/regulations and provide reports to management as needed regarding potential HIPAA compliance issues.

#### **7. SUPERVISORY RESPONSIBILITIES:**

- 7.1. This position oversees clerical/front office staff and other support staff.

#### **8. PERSONAL QUALITIES**

- 8.1. Accountable
- 8.2. Diligent and organized.
- 8.3. Ethical
- 8.4. Punctual



- 8.5. Able to adapt to changing priorities in a dynamic work environment.
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Maintain confidentiality in handling sensitive information

**9. WORK ENVIRONMENT:**

- 9.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 9.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**10. TYPICAL WORKING CONDITIONS:**

- 10.1. The office setting is a normal environment.
- 10.2. Occasionally work during early morning, evening, or weekend.
- 10.3. May be subject to temperature variances in the office.
- 10.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

**11. TYPICAL PHYSICAL DEMANDS.**

- 11.1. Requires sitting, standing, or walking for up to eight hours a day.
- 11.2. Some bending, stretching, or reaching may be necessary.
- 11.3. Lifting to 40 pounds may be required on occasion.
- 11.4. Vision must be correctable to 20/20
- 11.5. Hearing must be in the normal range for telephone contact.

**12. POSITION TYPE AND EXPECTED HOURS OF WORK:**

- 12.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 12.2. Evenings and weekends as needed.

**13. TRAVEL:**

- 13.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 13.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 13.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

**14. REQUIRED EDUCATION AND EXPERIENCE:**

- 14.1. Minimum of HS diploma or GED.
- 14.2. Experienced working in health/mental health setting
- 14.3. Education: Graduation from an accredited college or university with a bachelor's degree in health education, Health Science, or a closely related field that is acceptable within the United States' accredited college or university system is preferred.
- 14.4. Substitution: Minimum of Four (4) years of experience medical billing and/or in community health care center or healthcare setting.

**15. BENEFITS:**

- 15.1. Medical, vision, and dental coverage.
- 15.2. Life insurance coverage at annual salary.
- 15.3. Sick leave, per personnel policy.
- 15.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 15.5. Vacation, per personnel policy
- 15.6. Holidays per personnel policy

**16. Affirmative action plan/Equal employment opportunity (AAP/EEO):**

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected



characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

**17. Acknowledgment**

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and the (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

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Print Employee's Name

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Employee's Signature

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Date