



Job Description

Job Title: Sr. Program & Executive Operations Coordinator

Reports To: Chief Executive Officer (CEO)

FLSA Status: Exempt

Position Summary

The **Senior Program & Executive Operations Coordinator** is a hybrid leadership support role responsible for overseeing **Permanent Housing Placement (PHP)** and **Short-Term Rent, Mortgage, and Utility (STRMU)** program operations, coordinating **medical billing and revenue support activities**, and providing **high-level executive administrative assistance** to RAO Community Health's C-Suite.

This position ensures regulatory compliance, financial accuracy, operational efficiency, and executive workflow optimization while serving as a critical liaison between housing programs, clinical services, finance, and senior leadership.

Key Responsibilities

Housing Program Operations (PHP & STRMU)

- Coordinate daily operations of **PHP and STRMU programs** in compliance with **HUD/HOPWA**, funder, and organizational policies.
- Manage client intake documentation, eligibility verification, recertifications, and service coordination.
- Track rental, mortgage, and utility assistance payments; ensure timely processing and documentation.
- Maintain accurate housing files, client records, and compliance documentation for monitoring and audits.
- Support housing inspections, landlord coordination, and move-in/move-out processes.
- Generate program reports, performance metrics, and data summaries for leadership and funders.

Medical Billing & Revenue Support

- Coordinate medical billing workflows with clinical staff, billing vendors, and finance.
- Support billing submissions, claims tracking, denials resolution, and reimbursement follow-up.
- Ensure compliance with HIPAA, payer requirements, and internal billing protocols.
- Assist with reconciliation of billing data, revenue reports, and financial documentation.
- Serve as liaison between clinical operations, finance, and executive leadership regarding revenue cycle performance.

Executive Administrative Support (C-Suite)

- Provide high-level administrative support to the CEO and executive leadership team.

- Manage executive calendars, meetings, travel arrangements, and confidential correspondence.
- Prepare agendas, reports, briefing materials, and presentations for executive and board meetings.
- Track executive action items, deadlines, and organizational priorities.
- Serve as a trusted gatekeeper for sensitive information and executive communications.

Compliance, Reporting & Operations Support

- Support internal audits, monitoring visits, and funder reviews.
- Assist with policy development, SOP updates, and operational workflows.
- Maintain organized electronic and physical filing systems.
- Support grant reporting, data tracking, and program documentation.
- Coordinate cross-departmental communication between housing, clinical, finance, and leadership teams.
- Other duties as assigned

Required Qualifications

- Associate's or Bachelor's degree in **Health Administration, Public Health, Business Administration, Social Work**, or related field (or equivalent experience).
- Minimum **3–5 years of experience** in:
 - Housing assistance programs (PHP, STRMU, HOPWA, HUD, or similar)
 - Medical billing or healthcare revenue cycle support
 - Executive or senior-level administrative support
- Strong knowledge of **compliance requirements**, documentation standards, and confidentiality.
- Proficiency with **EHR systems, billing software, Microsoft Office, Google Workspace**, and database tracking tools.
- Exceptional organizational, time-management, and multitasking skills.

Preferred Qualifications

- Experience working in **HIV/AIDS service organizations**, community health centers, or nonprofit healthcare.
- Familiarity with **Ryan White, HOPWA, HUD**, or similar funding streams.
- Experience supporting **C-Suite or Board of Directors**.
- Knowledge of **QuickBooks** or nonprofit financial systems.
- Grant reporting or monitoring experience.