



Ryan White Direct Service Manager

Every role at Radiant Health Centers exists for the same reason; to ensure anyone who needs care – individuals who are unhoused, experiences mental health challenges, or living with HIV -receives the care they need and deserve.

Staying connected to HIV care can depend on much more than making an appointment. Someone may need help securing benefits, finding transportation, navigating a housing crisis, or knowing whom to call when life becomes overwhelming. At Radiant Health Centers, our Ryan White direct service team helps people work through those barriers with dignity and practical support.

As the Ryan White Direct Service Staff Manager, you will lead the people who make that support possible. You will coach staff through complex situations, strengthen how the team works together, and help ensure each person receives thoughtful, reliable care. Working with the Vice President of Programs and Integrated Services, you will also use program results and grant requirements to improve services and sustain the trust our clients place in us.

ABOUT RADIANT HEALTH CENTERS

Radiant Health Centers (formerly AIDS Services Foundation of Orange County) is the region's only FQHC Look-Alike focused on LGBTQ+ health and individuals living with or affected by HIV. For four decades, Radiant has served Orange County with medical care, behavioral health, harm reduction, case management, HIV/STI testing, and prevention services — all grounded in compassion, dignity, and health equity.

Our Mission

Radiant Health Centers provides compassionate and comprehensive health services to all underserved individuals in Orange County, with a special focus on the LGBTQ+ community and those living with and affected by HIV.

ABOUT THE ROLE

The Ryan White Direct Service Staff Manager provides oversight, clinical supervision and training to Ryan White direct service staff. This role collaborates with the Vice President of Programs and Integrated Services to monitor program performance, departmental goals and outcomes, and ensure compliance with grant and agency requirements.

Reports to: VP of Programs and Integrated Service Supports: Eligibility Screener, Benefits Counselor, Client Support Services Case Manager, Service Coordinator, Social Worker Case Managers Collaborates with: Manager, Nurse Case Manager, Clinic Manager

WHAT YOU'LL DO

Team Leadership and Supervision

- Manage daily schedules, work assignments, productivity and caseloads to support effective service delivery and achievement of program requirements.
- Provide regular supervision, coaching, consultation, and performance feedback to direct service staff. Address performance concerns and support staff in meeting established expectations.
- Provide clinical consultation and support to direct service staff regarding complex cases, service plans, barriers to care, crisis situations, and other client needs.
- Conduct routine patient documentation reviews to support service quality, documentation standards, and compliance with Ryan White and other applicable program requirements.
- Coordinate resources and troubleshoot day-to-day operational, workflow, staffing, and service delivery issues. Escalate significant or recurring issues to the VP of Programs and Integrated Services as appropriate.
- Facilitate regular team meetings to communicate priorities, address operational issues, review performance, and support coordination across the direct service team.
- Identify staff training and development needs and provide or coordinate appropriate training, coaching, and ongoing support
- Participate in the recruitment, selection, hiring and training of direct service staff. Complete timely performance appraisals and support effective onboarding of staff.

Program Operations & Performance

- Oversee day-to-day operations of Ryan White direct services and ensure services are delivered effectively and in accordance with program requirements
- Monitor productivity, caseloads, units of service, and key program performance measures to ensure grant and contract expectations are met.
- Review program performance to identify trends, service gaps, workflow issues, and areas requiring improvement; address issues within the team and escalate significant concerns to leadership.
- Ensure staff understand and follow applicable policies, procedures, grant and contract requirements, and documentation standards.
- Oversee the AIDS Medi-Cal Waiver program and ensure service delivery, documentation, and reporting meet applicable requirements.
- Maintain an understanding of program goals, deliverables, and contractual requirements and communicate significant performance, staffing, resource or compliance concerns to leadership.
- Support required program reporting, quality improvement, monitoring, audits, and corrective actions as they relate to direct service operations.

WHAT WE'RE LOOKING FOR

- Master's Degree in related area is preferred.
- Licensed Clinical Social Worker (LCSW) or Licensed Marriage Family Therapy (LMFT) – Preferred
- 3–5 years of managerial experience
- Experience working with individuals who have experienced homelessness, who have traumatic histories, identify as LGBTQ, are gender non-confirming and/or who often face multiple issues and have complex needs.

- Experience in medical social work, substance abuse treatment, family therapy and/or working with indigent and patients helpful.
- Experience training, mentoring staff and teams. Ability to synthesize and build collective knowledge. Proven record to foster a healthy, balanced and accountable environment, build consensus and create a sense of direction, purpose and momentum for change.
- Strong analytical, time management, interpersonal, project management skill.
- Familiarity with Epic/OCHIN or a comparable electronic medical record system

CLASSIFICATION & WORK ENVIRONMENT

- **FLSA Status:** Exempt (salaried, administrative/professional exemption)
- **Work Environment:** Primarily office-based; may require occasional travel between Radiant Health Centers sites.
- **Physical Demands:** Ability to sit or stand for extended periods, use a computer for extended periods, and occasionally lift up to 15 lbs. Reasonable accommodation will be made for qualified individuals with disabilities.

COMPENSATION

PAY SCALE

\$104,000 – \$119,000 per year

The posted pay scale reflects the range Radiant Health Centers reasonably expects to pay for this position. Placement within the range depends on experience, qualifications, and internal equity.

BENEFITS

Radiant Health Centers offers a competitive benefits package that includes medical, dental, and vision coverage. For select plans, Radiant pays 100% of the employee premium, allowing eligible employees to enroll in health and dental coverage at no cost. Additional benefits include a 403(b)-retirement plan, an Employee Assistance Program (EAP), life and disability coverage, a flexible spending account (FSA), and voluntary benefit options. Employees also accrue paid time off (PTO) at a rate of 1.5 days per month, equivalent to 20 days per year and receive 12 paid holidays annually.

This is a summary of benefits. Eligibility and coverage are governed by plan documents.

WHY RADIANT

We look for people who want their work to matter and who bring care, rigor, and respect to it. Radiant welcomes applicants of every background, identity, and lived experience, including people from the communities we serve.

HOW TO APPLY

Submit resume and cover letter to Lisa Osborn: losborn@radianthealthcenters.org

EQUAL OPPORTUNITY & FAIR CHANCE HIRING

Radiant Health Centers is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, marital status, veteran status, reproductive health decision-making, or any other characteristic protected under the California Fair Employment and Housing Act (FEHA) or applicable federal, state, or local law.



Compassionate Care for All

Consistent with California's Fair Chance Act, qualified applicants with criminal histories will be considered for employment in accordance with applicable law, and criminal history will not be inquired into until after a conditional offer of employment has been made.

Radiant Health Centers provides reasonable accommodations for applicants and employees with disabilities. If you need an accommodation during the application or interview process, please contact Human Resources.