



Database Administrator

Job Description

About North Marin Community Services

North Marin Community Services (NMCS) is the anchor human service non-profit serving Novato/North Marin for the past 50+ years. Our mission is to empower youth, adults, and families in our diverse community to achieve well-being, growth, and success; we envision a strong community with opportunities for all. A trusted community resource, our quality programs are grounded in stability, expertise, and commitment to effectively address the changing needs of our community. Recognized for our leadership and program excellence, we provide vital resources, educational opportunities, and economic support to individuals and families in our community. Whether in the form of short-term assistance or long-term intensive partnership, our interconnected services work together to encourage success at home, at school, and in life to over 7,800 people annually. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, equity, excellence, integrity, and learning and continuous improvement.

Most Recent Update: Job Title:

7/2/2024

Database Administrator

Status:

Full time, 40 hours per week. Exempt. Monday-Friday. Position located at 1907 Novato Blvd, Novato/CA. Hybrid schedule possible in accordance with NMCS policy and manager approval (1 day remote/4 days onsite).

Reports to:

VP of Programs and Impact

Purpose:

The Database Administrator will be rooted in the Case Management Programs and other departments, and will be responsible for collecting, analyzing, and reporting data related to the California Advancing and Innovating Medi-Cal (CalAIM) initiatives and our Apricot database system. In partnership with the VP of Programs and Impact, Director of Case Management and Housing, and CSS Program Manager, this position will work with program managers to improve data gathering methodology, analyze data outcomes for program monitoring, reporting, and billing.

Essential Functions:

- Configure, streamline, and maintain Apricot, a Bonterra Tech database, within the Case Management Programs and in connection with other NMCS programs
- Work with program directors and consultants to manage Apricot and increase its functionality.
- Consolidate data into monthly reports, meeting established deadlines, and work with Cal AIM staff and management to improve outcomes.
- Work with program directors and development team to extract data for proposals, reports, year-end Annual Report, partnerships, presentations and other.
- Customization and Configuration: Working closely with our IT consultant, Bonterra staff, and program staff, the administrator will customize Apricot to capture and manage CalAIM case notes, referrals, and outcome reporting efficiently.
- Generating accurate billing reports for Partnership Health from the database, thereby streamlining the billing process and ensuring timely reimbursement for services rendered under CalAIM. This will also involve transitioning billing requirements from our current third-party vendor, Aliados Health, to in-house management
- Works in partnership with the Risk and Compliance Team, and NMCS HIPAA Security Program and Policy Manual to ensure compliance. Special projects assigned by Leadership Team.
- Serves on Management Team, attends monthly meeting and other responsibilities as assigned.
- Assist with Apricot documentation for business practices and workflows.
- Assist in training new users, while strengthening the Apricot skill set across the organization. Help maintain user profiles, permission sets, and security settings.
- Make ongoing database improvements and system customization to improve functionality as needed.
- Track data quality, progress towards goals, and service collaborations

- Identify process improvements for service coordination and program referrals, collaborating with intake staff to conduct and share analyses on cross-program and cross-agency referrals and service delivery
- Assist in organizing, managing, auditing and improving our data, files and technology, including projects related to the development of new technologies
- Leverage program and client data to build a strong organizational narrative and contribute to our internal culture of learning and continuous improvement
- Create and maintain user-friendly training materials and documentation of processes and procedures for how frontline staff should use different databases
- Assist with organizing user management, including with onboarding and offboarding
- Maintain current CPR and First Aid certification (willing to send to training)
- Other responsibilities and duties as assigned

Qualifications:

Required:

- Bachelor's degree or higher in Data Science, Statistics, Public Health, Social Work, or a related field
- Three years' experience with database management required, with ability to successfully collect, manage, and analyze complex data, including building database queries/reports
- Apricot database experience, including SQL for querying data.
- Advanced knowledge of Excel (formulas, pivot tables and reporting, charting, VBA & macros) required
- Excellent project, time and organizational management. Able to hold confidentiality.
- Strong analytical and problem-solving skills
- Quick and analytical learner; accurate attention to detail, collaborative work style and able to partner with inter-departmental teams
- CPR/First Aid certification or willing to train

Highly desired:

- Ability to review and provide recommendations for system integration (e.g., a billing system to connect with our accounting software); project management skills or desire to expand in this role
- Experience with MediCal funded programs such as CalAIM, and/or creating billing reports. HIPAA experience a plus.
- Understanding and/or interest in human services, program development and evaluation.

Conditions of Hire:

- Fully vaccinated against COVID-19 unless granted a medical or religious exemption.
- Pre-employment health exam including proof of vaccinations and TB test clearance.
- Criminal record clearance or exemption from California Department of Social Services. All convictions other than minor traffic violations require an exemption, including convictions that have been expunged.

To Apply:

Please visit <https://www.northmarincs.org/careers-internships/>