

CLINIC MANAGER

POSITION OBJECTIVE/SUMMARY:

The Clinic Manager is responsible for planning, coordinating, directing and monitoring all operational aspects of the clinic.

MINIMUM QUALIFICATIONS/SKILLS REQUIRED FOR THIS POSITION:

- Bachelor's degree preferred with three or more years of health care management experience. Education may be substituted by experience.
- Knowledge of Federal, State and local funding designated for health services.
- Experience working with clients or patients and staff from diverse socio-economic, ethnic and cultural backgrounds.
- Supervisor experience required.
- Bilingual/Bi-cultural (Spanish/English) preferred.
- Experience in Community Health Care Center preferred.
- Proficiency with computer applications such as Microsoft Office Suite.
- Demonstrate Leadership skills of: Critical thinking, Conflict Management, Negotiation and motivation, personnel development, time management and great customer service

GENERAL STATEMENT OF FUNCTIONS:

- Analyzes and staffs Front and Back Office to meet the needs of health care professionals and patients efficiently and courteously.
- Works with nurse manager, medical assistants, care coordinator, referral coordinator, and physicians to ensure quality customer service, control costs, meet provider productivity ratios and ensure a favorable medical visit payer mix in the clinic.
- Assist the CEO with the development and implementation of departmental goals, policies, procedures, budgets, and reporting tools.
- Promote a team approach to delivering quality, cost-efficient care where patient satisfaction is the primary goal.
- Responsible for ensuring clinic's licenses, certifications, contracts, and or agreements are up to date and valid.
- Monitors the revenue and expenses of the clinic and the programs.
- Coordinate medical assistant's schedule, ancillary staff, providers' schedule and the scheduling of patients, monitor appointment availability (access), and implement changes as needed.
- In conjunction with the designated Medical Director, work to enhance provider satisfaction and, when necessary, assist in resolving provider related issues.
- Maintain a professional facility appearance that meets the expectations of patients.
- Demonstrate initiative and implement changes to improve clinic operations.
- Enhance health center visibility through community involvement by participating in service and professional organizations.

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GENERAL STATEMENT OF FUNCTIONS (continue):

- Responsible for managing employee timesheets, overtime requests, and vacation requests.
- Enhance health center visibility through community involvement by participating in service and professional organizations.
- On a monthly basis, and as needed, report progress, operational issues, organizational opportunities and threats to the Chief Executive Officer.
- Monitor patient satisfaction through various programs such as the formal complaint process, patient survey, etc. and respond as appropriate.
- Completes Kedren Compliance Audits monthly as established by the Compliance Committee.
- Prepares Program reports as needed.
- Responsible for assuring customers and patient service needs are met. Monitors patient service feedback and contributes to the process of resolving complaints and service issues.
- Responsible for OSHA and other regulatory training and compliance.
- Monitors, coaches, develop and evaluate performance of staff on an ongoing basis in accordance with applicable performance standards.