

## Venice Family Clinic Homeless Site Manager

### Job Description:

Venice Family Clinic (VFC) is a private, independent non-profit corporation, providing high quality comprehensive primary health care, dental, mental health and child development services to underserved individuals on the Westside of Los Angeles. VFC is a 330e Community Health Center and a Federally Qualified Health Center. Venice Family Clinic's mission is to provide quality primary health care to people in need. With nine health centers, each year we serve over 20,000 uninsured, low-income and homeless patients in over 90,000 patient visits who might otherwise go without critically needed health care services.

The Site Operations Coordinator supervises and coordinates daily clinic operations at a VFC clinical site, as well as provides direct services. The site provides services to patients experiencing homelessness. The Site Operations Coordinator works closely with the members of the homeless and outreach services team. The Site Operations Coordinator will work collaboratively with partner homeless service agencies. The Site Operations Coordinator assists the Director of Clinical Operations (who is located at a different site) in ensuring efficient and high quality operations and services. S/he also shares responsibility with the Site Clinical Lead (physician or nurse practitioner) to ensure efficient coordination, management of workflow, efficient implementation of new services, and management of operations staff as prescribed by VFC's protocols, policies, and procedures. The Site Operations Coordinator reports to the Director of Clinical Operations and supervises operations staff including Front Desk and Care Coordinators.

Assist the Director of Clinical Operations and collaborates with the Site Clinical Lead in supervising the daily operations of assigned site including the control of patient flow, management of staff schedules, and provision of direct client care when necessary.

In collaboration with the Site Clinical Lead, promote a team environment in which high quality care is provided in a manner that is efficient, responsive to client's needs, user friendly, safe and cost-effective. Responsible for addressing and resolving patient complaints and grievances at the site. Ensures quality customer experience by communicating empathy to de-escalate difficult situations. Facilitate efficient and high quality clinic operations by identifying and resolving problems. Responsible for monitoring and maintaining the physical health of the site, in collaboration with Facilities Manager. Supervise inventory, ordering, and control of all supplies and equipment needed for clinical operations at the site. Assure that appropriate inventory levels are maintained. Facilitate the implementation of new policies and procedures at the site. Handle patient complaints and grievance related to Care Coordination. Assist with audits as needed. Assist the Director of Clinical Operations in the following functions:

- - Monitor and ensure clinical and operational performance goals are maintained at the assigned sites(s).
  - Lead site efforts to achieve established goals for productivity and quality goals, collaborating closely with the Site Clinical Lead. Partner with the Site Clinical Lead to share in operational leadership decisions to ensure the provision of high quality patient care.
  - Ensure adherence to VFC policies, procedures, and standards regarding quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records, billing, clinic receipts and deposits, and facility.
  - Assist the Director of Clinical Operations in audits and compliance activities; Monitor and ensure the site complies with protocols and procedures, and relevant regulations at the site level, including HIPAA and Title 22.

Schedule and assign work duties for clinical operations staff at the site. Assist with the allocation of personnel resources to assure a smooth workflow and to cover any staffing shortages. Provide training for new staff and retrain staff as appropriate. Delegate work to others to ensure that operational goals are met. Identify problems and seek solutions to improve patients systems. Review accuracy of timesheets. Provide supervision and support, in collaboration with Clinical Site Lead and other supervisors, to all staff

at the assigned site(s). Provide direct supervision to Reception, Medical Records and Clinic Coordinator staff. Responsible for evaluation and discipline of staff under scope of supervision. Provide direct services as part of the clinical operations staff team, as a regular schedule, during peak periods or when staffing is low, as needed. Duties Include: Patient Care Coordination, Front Desk Reception and Medical Records  
Other Duties as Assigned within Venice Family Clinic.

**Job Qualifications:**

3-5 years of experience in a healthcare or medical setting required. Bilingual English/Spanish required. Able to use MS Office programs, including MS Word, Excel and Outlook. Able to accurately and efficiently use Next Gen PMS and EHR. Able to use data for decision making. Ability to embrace diversity and build and maintain successful teams. Familiarity with and ability to use process improvement. Effectively interact with people and develop positive relationships while being tactful, respectful, and direct in communication. Excellent verbal and written communication skills. Excellent Customer service skills. Ability to solve problems in a timely manner and take initiative to make processes and programs better.