

South Bay Family Health Care (SBFHC) is an established, non-profit, primary care clinic with a mission to provide quality health care for uninsured and underinsured families and individuals. SBFHC is currently seeking a full-time Medical Assistant with a passion for healthcare and a desire to make a difference to join our Redondo Beach clinic.

***POSITION SUMMARY***

The Clinic Services Manager assists the Director of Operations in the operation of the Clinic and oversees the performance of all patient care responsibilities including: appointment scheduling, patient check-in and check-out process, preparation of patient/client for clinician visit, medical record management and filing, performance of general nursing duties, tracking and filing of diagnostic studies and completion of the end-of-day close process. In conjunction with the Director of Operations, the Clinic Services manager supervises the clinic staff and facilitates the smooth flow of clients and patients to ensure minimum patient waiting time and works within the organization by interacting well with patients, clients, staff members and providers.

***Job Responsibilities:***

- Maintains an operating environment that assures effective, efficient, safe operation of the clinic and responsiveness to the patients' and clinicians' needs.
- Monitors and analyzes patient appointment schedules and patient care operations to identify problems or issues preventing smooth patient flow.
- Monitors the appointment schedule to ensure the schedule reflects the ability to provide patient care services in a timely manner.
- Reviews clinician/staff schedule and management of patient care responsibilities and discusses identified issues and recommendations with Director of Operations.
- Observes and changes staff time schedules to ensure the appropriate availability of staff needed to allow the delivery of effective and efficient patient care services at the time of the first scheduled appointment of the day.
- Evaluates patient check-in and check-out process to ensure compliance with established procedures.
- Evaluates telephone call management and, in conjunction with the Director of Operations, implements procedures designed to ensure that phone calls are answered within three rings.
- In conjunction with the Director of Operations, interviews, hires and trains staff.
- In conjunction with Director of Operations, schedules and performs OSHA training. Ensures compliance to the Exposure Control Program and generation of training records.
- Establishes and maintains a positive working relationship with the clinicians.

- Coordinates the procuring of medical, office supplies and equipment with the Finance Assistant to insure the availability of adequate equipment and supplies required to provide patient care services.
- Ensures timely repairs and proper functioning of office and medical equipment.
- Performs a variety of direct and indirect patient care duties. Participates in the planning and evaluation of patient/client care.
- Ensures correct documentation and recording of all pertinent information in the patient's chart.
- Ensures appropriate level of support provided to clinician or physician during examinations, treatments, and procedures. Insures staff maintenance of aseptic technique during all procedures and treatments.
- Ensures clinical staff observe, record and report patient/client condition and reaction to drugs and treatments to provider.
- Monitors preparation of examination rooms; sterilizes instruments for tests according to established procedure daily to include thorough cleaning equipment and examination rooms after each procedure.
- Takes action(s) necessary to maintain smooth patient flow and informs Director of Operations of issues affecting the ability to deliver timely patient care within industry standards.
- Demonstrates a thorough knowledge of infection control procedures; strictly adheres to policies and procedures. Monitors staff to ensure that they wash their hands before and after each patient contact.
- Monitors staff management of incoming telephone calls to providers. Ensures communication of correct instructions to patient, client and family regarding medications and treatments including documentation of instructions/advice in the patient medical record.
- Monitors strict adherence to universal precautions as established by the Center for Disease Control and Prevention, Occupational Safety and Health Administration, DHS/OA and SBFC.
- Monitors staff compliance to use of regulation laboratory coat and name pins at all times in patient/client care areas.
- Performs other duties as assigned by the supervisor, clinician, physician or administrator at required clinical area.

## **QUALIFICATIONS**

- Experience and Education – Minimum one-year supervisory experience in a medical office, clinic, or other health care facility. High school graduate or GED equivalent required; BA/BS or equivalent experience preferred; completion of a recognized medical assistant program preferred. Bilingual (English/Spanish) preferred. Current CPR certification required.
- Knowledge – Knowledge of modern outpatient clinic methods. Knowledge of basic medical assessment techniques, medical equipment and instruments used to administer care. Perception necessary to observe pertinent detail when reading thermometers, blood pressure devices, other equipment gauges and to observe patient's condition. Knowledge of common safety hazards and precautions to establish a safe work environment.

- Ability – to supervise and manage employees and the clinical services to achieve the delivery of quality patient care services; to perform assigned responsibilities with minimum supervision; to make appropriate patient care decisions; to maintain quality control standards; to interpret, adapt and apply guidelines and procedures; to complete the health educator counseling program within 4 months of start date and to commit to the SBFHC mission and work within the established guidelines. Skill in identifying problems and recommending solutions. Must possess strong verbal positive interpersonal skills; employ tact, diplomacy and compassion with all types of people; maintain cooperative relationships with staff members, patient and providers; communicate clearly and concisely; follow set routines and be alert to variations and make decisions accordingly; persons working in this position must maintain organized and accurate records; exercise team coordination skills; serve as patient advocate; recognize and correct costly errors; ability to be flexible with work schedules and sites.

### **BENEFITS**

- Medical, Dental and Vision Insurance
- Flexible Spending Accounts
- Paid holidays (including week between Christmas through New Years)
- Healthy work/life balance
- SBFHC is a 501(c)(3) nonprofit organization and an NHSC-approved clinic. As such, our employees may be eligible to participate in certain student loan forgiveness programs.

*South Bay Family Health Care (SBFHC) is an Equal Opportunity Employer and will consider all qualified applicants, including those with criminal histories, in a manner consistent with local "Fair Chance" ordinances.*

**TO APPLY:** Please email resume to Sally Song, HR Director, at [ssong@sbclinic.org](mailto:ssong@sbclinic.org) for consideration.