



## Job Description Health Center Manager

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<i>FLSA Status:</i>	Exempt / Grade 21	<i>Approved Date:</i>	July 2018

### **SUMMARY:**

The Health Center Manager (HCM) is responsible for the daily operations, staffing of and the provision of the highest quality patient experience that can be achieved. The HCM is successful through collaboration with the Patient Care Manager (PCM) and other managers and directors to provide patient-centered care and services. The HCM is responsible for providing patient access, front-end revenue cycle processes, center P&I, and practice analysis in the areas of schedule management and patient workflows to achieve maximum efficiency. The HCM is responsible for budgeting, achieving revenue goals, patient cycle time standards, delivering professional and courteous patient services; providing quality care and treatment; efficiently managing employee work and provider appointment schedules; maintaining accurate and complete medical records which meet HIPAA requirements; and complying with OSHA and other regulatory agencies.

Additionally, the HCM is responsible for personnel functions including hiring, counseling, and coaching staff; delivering performance appraisals, developing performance improvement plans and disciplinary actions as needed; training staff to be proficient in use of the electronic health record and practice management systems, and assuring compliance with all agency policies and procedures. The HCM oversees inventory controls, including purchasing of supplies and services; provides accurate billing and statistical information as required; and assists in marketing of program services. The HCM supervises all non-clinical staff and facilitates the work of the provider, through scheduling, to ensure the highest level of productivity is reached at the site while maintaining quality patient care. The HCM along with the Patient Care Manager (PCM) builds a successful health center team and communicates regularly, effectively, and proactively.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely and providing excellent customer service to internal and external customers.
4. Supervises personnel to include screening, interviewing, hiring, disciplining and terminating. Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving and decision making to ensure staff meets work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.
5. Completes introductory and annual performance reviews on or before the due date(s).

6. Performs job duties independently and exercises good judgment.
7. Fosters and promotes a culture of service excellence and accountability.
8. Maintains employee health records in compliance with all applicable regulatory agencies, and QHC policies.
9. Establishes and maintains good rapport and appropriate intradepartmental relationships with providers and staff to create an amiable atmosphere in the work environment. Provides leadership by utilizing good communication skills and encouraging open communication.
10. Monitors daily health center operations to ensure timely patient care, productivity, and compliance with the organization's procedures and documentation. In collaboration with the Patient Care Manager (PCM), ensures adequate scheduling and staffing to meet health center needs. Implements, evaluates and achieves productivity standards for providers and support staff. Supervises the scheduling of patients and evaluates the patient flow to reduce cycle times and meet business goals.
11. Practices good financial stewardship by maximizing revenue and minimizing expenses. Responsible for meeting budgeted expenses including supplies, staffing, overtime, laboratory services and other health center program related services. Ensures health center visits are accurately documented for reimbursement purposes. Ensures adherence to cash collection procedures and documentation.
12. Oversees inventory and purchasing functions to ensure adequate levels of pharmaceuticals, office and medical supplies, and equipment. Reviews invoices and packing slips from outside vendors for accuracy, reconciles any discrepancies, and forwards authorized documents to the accounts payable department.
13. Ensures health center compliance with federal, state and local regulations, including the posting of current health center licenses. Ensures compliance with all safety requirements (e.g. OSHA) and other regulatory agencies.
14. Oversees health center operations and assists PCM with patient delivery with the maintenance of documentation and logs (facility, lab, referral, etc.) to ensure proper and timely completion.
15. Maintains ongoing communication with the Director of Operations to keep abreast of significant issues/concerns impacting the achievement of QHC organizational goals. Understands the difference between those that can and cannot be addressed adequately at the health center management level.
16. Participates in implementation of best practice guidelines and processes. Utilizes data, performance measures, PCMH and access standards as well clinical operational workflows to ensure National Committee Quality Assurance (NCQA) recognition is maintained, and the center is constantly audit-ready.
17. Utilizes practice analysis to ensure health center is achieving managed care requirements through thorough understanding of managed care practices/principles and payer reimbursement methodologies.
18. Responsible for the implementation, evaluation and improvement of customer satisfaction in the health center.
19. Conducts regular staff meetings to discuss safety issues, customer service, organizational changes, staff development and training. Attends internal and external meetings as required.
20. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes and understands which decisions can be made alone and which need to involve others.
21. Complies with organizational policies and procedures.
22. Performs all other duties as assigned.

## **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION/EXPERIENCE:**

Bachelor's Degree from a 4-year college/university in healthcare administration or related field with minimum five years of management experience in a service-oriented organization with three years supervisory experience in healthcare related field preferred. Valid California Driver's License and active automobile insurance required. Knowledge of managed care practices/principles, payer reimbursement methodologies, and managed care requirements/strategies, preferred. Human Resources related experience and experience with Epic electronic health records strongly preferred.

## **LANGUAGE SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

## **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decisions and execute timely to produce positive outcomes.

## **OTHER SKILLS AND ABILITIES:**

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Demonstrates a broad knowledge of and competency in management and supervisory functions.
5. Demonstrates knowledge of current compliance standards for federal, state and local regulatory agencies.
6. Maintains and promotes a safe work environment.
7. Demonstrates excellent communication skills, both oral and written.
8. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word and Outlook.
9. Displays positive outlook on the job and promotes professional behavior always.
10. Ability to organize and prioritize work with minimum supervision.
11. Leadership skills to provide direction to the health center and inspire others.
12. Diplomacy skills to work effectively in politically sensitive situations.
13. Ability to manage time efficiently and follow through on duties to completion.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

**I have read and understand the above job description.**

\_\_\_\_\_  
Employee Name (Please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature