JOB DESCRIPTION

TITLE: CLINIC MANAGER
REPORTS TO: CHIEF MEDICAL OFFICER
STATUS: EXEMPT

JOB QUALIFICATIONS AND EXPERIENCE

1. Knowledge of clinic operations with at least three years of clinic management experience (FQHC experience a plus)
2. Minimum 2-3 years of supervisory experience.
4. Family Planning, Access, Care, and Treatment (Family PACT) program.
5. Must know the following: HCC, VFC, RAF, PE for OB.
6. Effective organizational, communication and interpersonal skills.
7. Ability to write clear, concise narrative and statistical reports, effective communication skills and ability to present reports.
8. Skilled in Microsoft Office, data entry, electronic medical record and use of business email.
9. Bilingual in English and Spanish is required.
10. Physical examination which indicates that the employee is able to meet the physical requirements of the job including: Lifting/moving/transferring up to 20 lbs. prolonged sitting, frequent walking, stooping, bending, twisting, standing.

TRAINING, EDUCATION AND LICENSURE

1. Current Registered Nurse (RN) License - Licensed for the State of California or
2. Current License Vocational Nurse (LVN) - Licensed for the State of California
3. Current BLS/CPR certification
4. Valid CA Driver’s License

RESPONSIBILITIES:

1. Manages and oversees the workflow of the medical clinic.
2. Ensures the medical clinic flows efficiently:
   a. Ensures clinic protocols are followed
   b. Manage staff and provider schedules
   c. Ensures supplies are complete and all equipment in working order
   d. Ensures required information are entered into the electronic medical records accurately, completely and in a timely manner (I.e. to-do items completed within 24 hours of assignment, progress notes and encounter notes completed and locked by providers or within 48 hours of patient visit)
3. Ensures that patients are processed timely, appropriately and completely from arrival to departure.
4. Handles and resolves patients’ complaints/grievance as per policies and procedures.
5. Overall supervision of the medical clinic staff including evaluation of their performance, training and orientation, provision of regular in-service, counseling/conflict resolution.
6. Ensure the clinics site and medical records are always prepared for audits.
7. Develops and implements clinic protocols, policies and procedures.
8. Ensures dissemination of information to the clinic staff, providers and other affected personnel on any updates and/or changes of clinics protocols.
9. Attends Management, Staff and QA meetings and other meetings as requested.
11. Assist in the development and implementation of special clinic projects.
12. Maintains HIPAA and OSHA compliance at all times.
14. Seeks opportunity to collaborate with other agencies in promoting the clinics services.
15. Establish and maintain a liaison with community-based resources.
16. Ensuring the implementation of QI/QA operating procedures and related assessments, monitoring QI/QA outcomes, and updating QI/QA operating procedures.
17. Other duties as assigned