



THE CHILDREN'S CLINIC, "SERVING CHILDREN AND THEIR FAMILIES"

## JOB DESCRIPTION

---

---

**JOB TITLE:** Clinic Manager

**REVISED DATE:** 02/08/2019

---

---

**PRIMARY FUNCTION:** As a member of the management team at The Children's Clinic, "Serving Children and Their Families", is responsible for the day to day operation of the health centers by overseeing business, operational, compliance, nursing and medical activities of the company's clinical facilities and implementing organizational and operational goals, compliance, procedures, and policies. Major duties include supervision of all non-provider staff, patient satisfaction, directing efficient clinic flow, quality assurance, clinic and facility safety, clinic risk management, accurate and timely billing, and maximize productivity to increase access. Clinic Manager assumes full accountability for clinic operations and teams with clinic site Medical Leader to reach performance based metrics.

---

---

**WAGE CLASSIFICATION:** Exempt

**SELECT LOCATION(S):** \_\_\_\_\_

**POSITION SUPERVISES:** Front Desk, Back Desk, and Dispensary

**REPORTS TO:** Chief Operating Officer

**DEPARTMENT:** Administration/Operations

**SALARY RANGE:** Commensurate with experience

---

---

**EDUCATION/QUALIFICATIONS:**

- Bachelors/Masters degree in Business, Nursing, Certified Family Nurse Practitioner or Nurse Practitioner, Health Administration and other health related fields
- A minimum of 5 years of experience in ambulatory clinic administration
- A minimum of 3-5 years of experience in a supervisory capacity
- Excellent interpersonal and communication skills
- Excellent systems philosophy and process improvement skills
- Demonstrative ability to facilitate effective organizational/workflow redesign and restructuring
- Sensitivity to cultural and ethnic issues, as well as interest in working with underserved populations
- Bilingual in English/Spanish or English or Khmer preferred
- Exhibits flexibility and ability to work independently on project tasks and able to positively interact with variety of stakeholders, such as other department staff, area agencies and community members
- Timely reporting of project status, clinic reports and trending issues at the clinic
- Ability to work with diverse patient populations and at risk clients
- Excellent computer skills working with e-mail, internet, medical management software, as well as Microsoft Word, Excel and PowerPoint programs
- Proven success in problem solving and prioritizing tasks to meet multiple project demands and deadlines
- Posses strong organizational silks, initiative and follow-through, must also have excellent written and verbal communication skills



## JOB DESCRIPTION

- Strong track record of success in partnering with medical leadership
  - Must be able to work independently, within teams, as well as with other organization departments
  - Proven reliability, trustworthiness, flexibility, and comprehensive ethical standards
- 

### ESSENTIAL DUTIES AND FUNCTIONS:

1. Function in as a member of a multi-disciplinary team and leadership team to facilitate TCC's strategic and operation plan
2. Assist The Operations Department in data gathering, progress reports, grants, and other information to be distributed to Board Members, department leads, funding agencies, staff and to assess clinic flow and outcomes
3. Oversee day to day clinic flow for access, efficiency, effectiveness, cleanliness and safety
4. Maintain and ensure compliance with all TCC policies and procedures and regulatory agencies rules and regulations including HIPPA guidelines
5. Ensure and maintain sites specific insurances, licenses, certifications, contracts, MOU, etc.
6. Participate in appropriate implementation and necessary revisions of clinical and administrative policies and procedure
7. Supervise staff to ensure duties are performed effectively and efficiently. Ensure staff provide excellent inpatient care with appropriate orientation, training, coaching and monitoring, while maintaining employee satisfaction.
8. Perform personnel management (hiring, firing, interviewing, annual reviews, corrective actions), in line with Human Resources Department policies and procedures.
9. Assist with the coordination and implementation of quality improvement activities in conjunction with Quality Improvement/Quality Assurance and overseeing the delivery of quality patient care within TCC's site.
10. Effectively schedule and assign staff to provide quality care to patients.
11. Ensure customer satisfaction by responding to patient concerns/complaints; conducting quarterly patient satisfaction surveys
12. Work with the billing department for the timely collection of super-bills and assurance of clean claims.
13. Coordinate the collection and timely deposit of all co-pays, donations, and fees collected at the clinic
14. Responsible for all clinic medical supplies and office supply inventory/ordering
15. Coordinate monthly staff meetings, when necessary



**THE CHILDREN'S CLINIC, "SERVING CHILDREN AND THEIR FAMILIES"**

### **JOB DESCRIPTION**

16. Prepare for audits and site visits and respond to audit findings in collaboration with Chief Operating Officer
17. Collaborate with other managers in staff scheduling, the coordination of support staff break-out sessions at monthly all-staff meetings
18. Represent The Children's Clinic, "Serving Children and Their Families", its' mission and principles while working with clients, social service organization, health agencies and the larger community.
19. Network with other social services and health agencies to promote TCC's services and programs.
20. Work with Chief Medical Officer, Associate Medical Director and Director of Nursing, for the provision of quality patient care.
21. Collaborate with providers to ensure timely patient care, appropriate clinic flow and employee satisfaction are met
22. Act as an advocate for patients and TCC target population
23. Attends and participates in meetings, committees, and training sessions as directed.
24. Assist with clerical and front desk duties as needed.
25. Other duties as assigned.

**Physical Demands:** Frequent sitting at a desk for office work and working on a computer or laptop/surface computer. Occasional driving of automobile for outside appointments and meetings. Occasional walking, climbing stairs, using stepstools, stooping, kneeling, crouching, crawling, reaching and turning. Continuous use of corrected vision; depth perception; wide field of vision and color. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 50-100 lbs.; lifting up to 50 lbs. and carrying to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Technical Requirements:** Frequent use of telephone system and office equipment i.e., computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers in the clinic.

**Mental:** Duties require attention to detail, alertness, problem solving, high tolerance to stress, tight deadlines and exercising sound judgment. Duties will require adequate coping skills in dealing with loss, grief (including sudden illness/death/bereavement) and situations unique to vulnerable populations and homelessness. Sound stress reduction and management skills are essential. Also requires abstract thinking and intuitive sense.

**Communication Demands:** Frequent talking to clinical staff, patients, family members, board members, funding agencies, community agencies and health professionals. Talking on the telephone; giving group presentations, training/giving instructions; receiving instructions and writing composing written language (English). Ability to work with diverse individuals and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.



**JOB DESCRIPTION**

**DECISION MAKING:**

- Makes independent decisions relative to responsibilities in the clinic, with guidance from Supervisor/COO as needed.
- Able to make decisions that impact the direction of the clinic/department.
- Determines staffing needs/assessment of productivity and makes adjustments accordingly.
- Hires Clinic Staff – front office, back office & support staff.

**WORKING CONDITIONS:**

Indoor office setting and clinic setting, air conditioned environment. Occasionally required to be outdoors for travel or working with patients and staff; may be exposed to variable weather conditions. Occasional exposure to noise, moisture, noxious odors, bodily fluids, odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

**Work hours:** A minimum of 8 hour work days Monday through Friday, with variable/flexible hours depending on project/clinic needs. If working on the weekend is required, a discussion with the COO/Supervisor will be necessary.

EMPLOYEE: \_\_\_\_\_ DATE: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_ DATE: \_\_\_\_\_

CHIEF OPERATIONS OFFICER: \_\_\_\_\_ DATE: \_\_\_\_\_

CHIEF HR OFFICER: \_\_\_\_\_ DATE: \_\_\_\_\_

CHIEF EXECUTIVE OFFICER: \_\_\_\_\_ DATE: \_\_\_\_\_