JOB TITLE: Clinic Manager – Specialty OB and Women Health Services

REVISED DATE: 06/14/2019

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, patient safety, clinic risk management, accurate and timely billing, and maximize productivity to increase access. Clinic Manager assumes full accountability for service operations and teams with service Medical Leaders to reach performance based metrics.

WAGE CLASSIFICATION: Exempt

SELECT LOCATION(S): All TCC Sites

POSITION SUPERVISES: Front Desk, Back Desk, and Care Coordinator

REPORTS TO: Chief Operating Officer

DEPARTMENT: Administration/Operations

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 3-5 years of experience in ambulatory clinic administration in OB
- A minimum of 3-5 years of experience in a supervisory capacity
- 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
- Must have strong organizational silks, initiative and follow-through, must also have excellent written and verbal communication skills
- 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
JOB DESCRIPTION

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 service 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

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.
DECISION MAKING:

- Makes independent decisions relative to responsibilities in the service, with guidance from COO as needed.

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.