**San Fernando Community Health Center**  
**Position Description**

**Payroll Title:** Medical Clinic Manager  
**Functional Title:** Manager  
**Department/Service Area:** Administration  
**Facility:** SFCHC  
**Position Reports To:** Chief Operating Officer  
**Prepared Date:** April 14, 2020

**Summary:**  
Responsible for managing and coordinating clinic services operations on behalf of administration to ensure that clinic operation is safe, effective, productive, providing quality patient care as determined by key healthcare quality indicators. Provides effective leadership and support to all medical clinic staff and support staff to ensure delivery of patient care in accordance with established clinic policies and organizational mission. Directly oversees the management of: patient scheduling, provider staffing, health care record compliance; employee education/training; regulatory compliance; sliding fee discount program, cash collections, registration, reception, and any other related patient care or operational function. Ensures administrative operations comply with patient safety policies, contracts and state/federal/local regulations.

**Essential Duties and Responsibilities:**

**OPERATIONAL MANAGEMENT**

1. Responsible for day-to-day onsite management of medical clinic operations.
2. Promotes excellence in customer service.
3. Supervises support staff, including Medical Assistants, Referral Coordinators, and Front Office staff.
4. Coordinates the efforts of independent contractors and other agencies operating within the medical clinic.
5. In collaboration with CMO, ensures that the appropriate level of staff support is provided to providers during examinations, treatments, and procedures.
6. Schedules and facilitates regular and effective meetings for medical clinic staff, in collaboration with CMO and Administration.
7. Administers policies and procedures and works with the COO, CMO to revise or develop new policies and procedures.
8. Identifies opportunities to maximize revenues through appropriate provider scheduling and other strategic methods.
9. Proficient in using patient management and electronic medical record software to register patients, manage appointments, manage provider schedules, and print reports.
10. Responsible for generating and making operational changes based on key operating metrics.
11. Monitors and maintains flow of patients through the clinic from check-in to check-out and informs administration of issues affecting the ability to deliver timely patient care, safely within industry standards.
12. Ensures correct documentation and recording of all pertinent information in the patient medical record in compliance with health center policies, quality improvement, contract requirements and government regulations.
13. Assists administration in preparing for regulatory, facility and programmatic audits by state, federal, or health plans.
14. Ensures that all equipment and facilities at all medical clinic sites meet licensing standards and maintains appropriate licensure and accreditation requirements with all applicable federal, state and local laws and regulations.
15. Monitors medical supply and equipment costs, coordinating with procurement to ensure the appropriate utilization and availability required to provide patient care services.
16. Supervises the organization’s Vaccines for Children Coordinator and maintains proper program compliance.
17. Collaborates with Outreach, Health Education, Community Development departments to integrate patient visits developed through strategic outreach efforts with community organizations and other service providers.
18. Participates in key organizational meetings, trainings (General Staff, Quality Improvement, Management, Operations Meetings, department meetings, huddles and any other communication venues).

HUMAN RESOURCES
18. Assists in recruiting, hiring and training new staff, subcontractors.
19. Performs annual appraisals of staff and competencies to support growth and development of direct reports
20. Supervises all assigned staff in meeting federal, state and local regulatory education and training requirements, including risk management and patient safety training.

Physical Demands
The physical demands 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.
Physical Class Definition: Class “2” light

Work Environment
The work environment is a medical clinic and administrative office setting. The noise level in the work environment is usually moderate.

Education/Experience Requirement
Bachelor degree in health related field preferred; three years minimum experience in a outpatient health clinic setting with demonstrated successful performance in administrative, management and supervisory capacity. Experience with developing and monitoring budgets, billing experience are highly preferred.

License
Not required.