



**Job Title:** Clinic Manager/Site Supervisor **Department:** Operations

**Days and Hours of Work:** Full Time, Exempt

**Reports to:** Chief Operations Officer

Pomona Community Health Center dba ParkTree Community Health Center (PCHC) is a non-profit, Federally Qualified Health Center (FQHC) whose mission is to provide preventive and primary care services to the needy in the community.

**Job Summary:** The Clinic Manager plays an integral part of supervising day-to-day operations of health services at one or more clinic sites. Provides direct supervision to front desk and referral staff at each health center. Maintains uniform standards for clinic operations. Responsible for ensuring that all sites are in compliance with federal, state, local and organizational policies, procedures and requirements. Implements, monitors, and promotes integration of all services within the organization.

**Essential Duties:**

1. Oversees the day-to-day operations at the health center sites including ensuring adequate staffing. Ensures staff lunch and breaks are taken in accordance with organizational policies.
2. Personnel oversight (hiring, conducting performance appraisals and disciplinary action, as appropriate).
3. Fosters collaborative relationships with the clinicians, and ensures smooth workflows for patients and staff.
4. Responsible for staff scheduling, time record maintenance and approval. Reviews and approves time off requests.
5. Provides education to front desk staff on workflows, policy and procedure changes and new equipment.
6. Coordinates in-service training, continuing education, orientation, competency reviews, and other related training functions.
7. Oversees and guides efficient patient flow from entry to dismissal and monitors patient outcomes.
8. Ensures accuracy and quality control of administrative and clinical operations.
9. Directs, organizes, and formulates weekly, monthly, and/or annual clinic performance reports associated with practice operations.
10. Works with the Director of Revenue Cycle Operations and billing department to ensure eligibility requirements and documentation by front office staff is performed correctly and efficiently.
11. Collaborates with the Director of Risk Management and Compliance to ensure high standards of patient safety are implemented and monitored. Reports any events or hazards.
12. Participates in the quality improvement team meetings. Monitors and motivates staff to achieve clinical quality benchmarks.
13. Promotes the practices of integration through warm handoffs to all departments (medical, dental, behavioral health, optometry, and podiatry).
14. Collaborates with the Chief Operations Officer, Director of Clinical Operations and support staff on the preparation of external audits, including: facility review, chart review and personnel review. Implements corrective action plans as result of any findings.
15. Analyzes and monitors health center operations such as: patient flow, reviewing appointment scheduling, monitoring appointment reminders, daily charges, and the ordering of department supplies.
16. Oversight of patient satisfaction surveys and reporting. Addresses patient concerns independently, following organizational policies. Works in conjunction with the Chief Operations Officer and Director of Risk Management and Compliance, when escalation is necessary.
17. Promotes and follows the Patient-Centered Medical Home model, including management of provider empanelment.
18. Monitors referral process to ensure proper submission and closing of the referral loop.
19. Collaborates with Quality Improvement Department to implement processes that will aid in improving our clinical (HEDIS and UDS) measures.
20. Develops and maintains excellent working relationships with all departments; provides guidance and support as appropriate to ensure needs are met in a timely manner.
21. Leads and/or participates in all required management, departmental and staff meetings.
22. Performs other duties as assigned.

**Job Qualifications and Skills:**

1. 2-3 years of experience in ambulatory care setting, FQHCs preferred.
2. Leadership/management experience required.
3. Bilingual (ENG/SPA) required.
4. Treat all patients and colleagues with dignity and respect.
5. Ability to work with diverse populations.
6. Excellent time management skills.
7. Strict attention to detail.
8. Excellent customer service skills.
9. Must have the ability to work independently.
10. Ability to establish and maintain effective working relations.

11. Must demonstrate strong verbal and written communication skills.
12. Must be able to problem solve effectively and possess good decision-making skills.
13. Ability to create letters and reports using Word, Excel, and PowerPoint.
14. Must be able to multi-task.
15. Minimum of AA Degree, BA preferred.
16. Flexibility with schedule.
17. Must possess reliable transportation.
18. Must be able to travel from facility to facility.
19. Unrestricted driver's license and proof of auto insurance.