Position Title: Clinic Operations Director
Department: Clinic

Supervises: PSR Manager and PSR Supervisor
FLSA: Exempt

Reports To: COO
Effective Date: 8/20

Written by: Human Resources Department
Approved by: CEO

General Summary:
The Clinic Operations Director will drive the implementation of clinic policies and procedures by providing administrative, operational and management support to the COO with primary duties and responsibilities related to but not limited to efficiency improvement, patient satisfaction, accessibility to care, budgetary targets and meeting department goals, as well as overseeing individual clinic compliance with federal, state and county regulatory requirements, plus those of insurers.

Summary of Essential Duties:
• Management of ongoing assessment, development, and implementation of systems to improve operational efficiency and effectiveness.
• Assist with the development and implementation of operational protocols in compliance with operational policies.
• Oversees of all clinic operations which includes assessment and evaluation of front office procedures, patient scheduling, and insurance enrollment, utilization, and renewal.
• Supervise the Clinic Manager and assist with the oversight of clinic staff responsible for implementation of clinic policies and procedures.
• Establish and maintain tracking systems to monitor progress towards operational goals.
• Act as a liaison on behalf of the COO with Chief Medical Officer, Clinical Director, Clinic Managers, Facilities Manager, and other members of the clinic staff.
• Attend meetings or participate in conference calls for or in place of the COO.
• Assist with the development of monthly statistical reports.
• Assist with the preparation for clinic audits and participation in audits.
• Assist scheduling out of the opening of a new clinic/mobile clinic, licensing, contracting, Pharmacy, permits, vendor contracts, purchasing of equipment, supplies, medical supplies, and pharmaceuticals.
• Weekly accountability for reasons for variances in patient visits numbers by clinic
• Track monthly productivity to meet financial goals
• Works directly with the Billing department to ensure accuracy and processing of encounters.
• Coordinates all clinic operations events in coordination with Outreach, Medical Administration, Communications, and other Departments accordingly.
• Works with Compliance department in relation to patient grievances, patient incidents, etc.
• Works with Human Resources to ensure COO is up to date on employer matters.
• Comply with mandatory meetings, health evaluations, certifications, and other credentialing requirements

Job Specifications: (Knowledge, skills, abilities and experience normally required for competent performance)

Education and Knowledge
• Bachelor’s Degree required
• Master’s Degree or equivalent health care work experience prefer
• Require knowledge of office equipment, medical terminology, customer service, and some medical billing experience.
• Demonstrate knowledge of safety, infection control & emergency policies and procedures

Experience
• Must have minimum 2-year prior supervisory experience required, preferably in a clinical setting, including effective customer service methods

Skills and Abilities
• Must be able to communicate effectively, in English/Spanish both verbally and written
• Excellent written, oral and customer service skills
• Excellent organizational, and project management skills
• Positive interaction with patients, visitors and staff
• Ability to adjust to fluctuating work volume
• Ability to complete appropriate documentation in an accurate and timely manner
• Effective completion of schedules to optimize patient needs
• Maintain low error rate for billing charges

Licensure and Certifications
• None

Deadline: Open until filled

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

PLEASE VISIT: https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent