

Job Announcement



Position Title: Clinic Operations Director
Supervises: PSR Manager and PSR Supervisor
Reports To: COO
Written by: Human Resources Department

Department: Operations
FLSA: Exempt
Effective Date: 04/2021
Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary:

The 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.
- Assist with training of Patient Services Manager, Clinic Manager, Front Desk, Benefit Counselors, Patient Service Center, and Telephone Operators.
- 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.
- 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.
- Works with Compliance department in relation to patient grievances, patient incidents, etc.

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

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- Knowledge of internet

Experience

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

Required Skills/Knowledge/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 Certificates:

- BLS Certificate Preferred

Deadline: Open until filled

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

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