

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: September 6, 2022

Summary:

Responsible for managing and coordinating medical clinic service operations on behalf of Administration to ensure that clinic operation is safe, effective, productive, and providing quality patient care as evidenced by key healthcare quality indicators. The MCM provides effective leadership and support to all medical clinic providers, staff and support staff in collaboration with the Chief Medical Officer and in accordance with SFCHC clinic policies and organizational mission. The MCM oversees patient access, scheduling, staffing, documentation, non-provider education/training/competency. In addition, the Medical Clinic Manager is responsible for the medical patient registration process and administering SFCHC sliding fee discount program and cash collections. Patient engagement and satisfaction are critical to the role, requiring strong cultural competencies and communication skills, particularly with Latinx community. The MCM should have the ability to develop engaging work and patient environments that are sensitive to customers and employees alike. This role ensures that operations complies with all SFCHC policies, contracts and state/federal/local regulations and guidelines.

Essential Duties and Responsibilities:

1. Responsible for day-to-day onsite management of medical clinic operations.
2. Promotes and role models excellence in customer service and professional relationships.
3. Directly manages support staff that include Medical Assistants, Laboratory Technicians, Referral Coordinators, and Patient Registration staff.
4. Coordinates the efforts of independent contractors, students, and any other supplemental staffing agencies operating within the medical clinic.
5. In collaboration with CMO, ensures that the appropriate number and level of staff support is assigned to Providers to perform scheduled patient examinations, treatments, and procedures.
6. Schedules and facilitates regular and effective meetings for medical clinic staff, in collaboration with CMO and Administration.
7. Administers SFCHC policies and procedures and works with the COO, CMO to revise or develop new policies and procedures.
8. Identifies and implements opportunities to maximize productivity through appropriate provider scheduling and other strategic methods.
9. Proficient in using patient management and electronic health record software to register patients, manage appointments, manage provider schedules, and print necessary reports.
10. Responsible for implementing operational changes based on key metrics as determined by Administration.
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 community and 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 supplies and equipment, coordinating with Procurement Department to ensure the appropriate utilization and availability required to provide patient care services.
16. Administers SFCHC's Vaccines for Children Program, COVID-19 Vaccine Program, MHLA, and any other public health programs in which SFCHC participates. Maintains program compliance and readiness for annual audit.
17. Collaborates with Call Center, Outreach, Health Education, and general community resources programs to see that patient visits are developed through strategic outreach efforts with community organizations and other service providers.
18. Participates in SFCHC meetings and development trainings (Staff, Quality Improvement, Management, Operations Meetings, department meetings, huddles).

HUMAN RESOURCES

19. Facilitates the recruiting, hiring and training of new medical service staff.
20. Performs annual performance appraisals of staff and their competencies to support growth and development of direct reports
21. Supervises all assigned staff in meeting federal, state and local regulatory education and training requirements.

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 moderate.

Education/Experience Requirement

Bachelor degree in health-related field preferred

Bilingual, English and Spanish

Three years minimum management experience in a FQHC health clinic setting with demonstrated success with Provider relationships, program administration, operational achievements, staff development and patient engagement. Experience with developing and monitoring productivity, budgeting, billing experience are highly recommended.

License

Not required.