The Children’s Clinic, Serving Children and Their Families

Clinic Manager Job Description

Do you have a passion for helping the undeserved in your community? Are you a team player with a good attitude ready to step into a challenging position? Do you have organization skills to contribute to an amazing team? If you are an experienced Clinic Manager and you answered yes to these questions, then TCC Family Health has a great employment opportunity for you.

Our Mission

TCC Family Health (TCC) is guided by our mission "to provide innovative, integrated, quality health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well-being."

The Company

TCC Family Health was founded in 1939 by a group of physicians and community leaders who recognized the importance of access to health care for all children, particularly those who are from low-income families and who are at risk for health problems. For over 80 years, TCC Family Health has been dedicated to eliminating barriers to care, to improve health and lower health systems cost by expanding cost-effective, meaningful and innovative health care programs that work and providing comprehensive healthcare in a culturally sensitive and linguistically appropriate manner to medically underserved, low-income and high-risk populations in Long Beach and surrounding communities.

The Clinic is a true medical home for greater Long Beach and surrounding communities providing medical care and counseling for well-child visits; acute and chronic care; adult clinic; community outreach and education; immunizations; laboratory testing; prescribed medications; and linkage to community resources in (12) clinic sites.

Since then, TCC Family Health has grown from offering weekly well-child care to daily, full-service health care with primary care services for children, adolescents, and adults. TCC is known as a unique leader in the greater Long Beach community, addressing disparities in health by providing quality care for the under-served of all ages, offering them a true “medical home”.

Clinic Manager Summary

As a member of the management team at TCC Family Health, "Serving Children and Their Families", you will be responsible for the day to day operation of the health centers by overseeing business, operational, compliance, nursing and medical activities of the company’s clinical facilities and implementing organizational and operational goals, procedures, and policies. Major duties include supervision of all non-provider
staff, patient satisfaction, directing efficient clinic flow, quality assurance, clinic, and facility safety, clinic risk management, accurate and timely billing, and maximize productivity to increase access. Clinic Manager assumes full accountability for clinic operations and teams with clinic site Medical Leader to reach performance-based metrics. Clinic Managers are responsible for hiring and developing staff equipped to deal with future challenges and opportunities and developing and implementing operational plans for the site.

Essential Duties and Functions:

- Supervises front desk, back desk, and dispensary
- Function as a member of a multi-disciplinary team and leadership team to facilitate TCC’s strategic and operation plan
- Assist The Operation Department in the assisting of data gathering, progress reports, grants, and other information to be distributed to board, staff, department leads, funding agencies, and to assess clinic flow and outcomes
- Oversee day today clinic flow for access, efficiency, effectiveness, cleanliness, and safety
- Makes independent decisions with occasional guidance from a supervisor. Able to make decisions that impact the direction of a department.
- Maintain and ensure compliance with all TCC policies and procedures and regulatory agencies rules and regulations including strict confidentiality
- Ensure and maintain sites specific insurances, licenses, certifications, contracts, MOU, etc.
- Participate in the appropriate implementation and necessary revisions of clinical and administrative policies and procedure
- Supervise staff to ensure duties are performed effectively and efficiently; including front office clerks, back office medical assistance, nursing, care coordinators by appropriate orientation, training, updating and monitoring
- Perform personnel management, in line with Human Resources Department policies and procedures.
- Assist with the coordination and implementation of quality improvement activities in conjunction with Disease Management Committee and Oversee the delivery of quality patient care within the TCC site.
- Effectively schedule and assign staff to provide quality care to patients.
- Ensure customer satisfaction by responding to patient concerns/complaints; conducting quarterly patient satisfaction surveys
- Work with the billing department for the timely collection of super-bills and assurance of clean claims.
- Coordinate the collection and deposit of all co-pays, donations, and fees collected
- Responsible for all clinic and office supply inventory/ordering
- Coordinate monthly staff meetings
- Prepare for audits and site visits and respond to audit findings in collaboration with Chief Operating Officer
Collaborate with other managers in staff scheduling, the coordination of support staff break-out sessions at monthly all-staff meetings.

Represent TCC Family Health, its’ mission and principles while working with clients, social service organization, health agencies and the larger community.

Network with other social services and health agencies to promote TCC’s services and programs.

Work with Chief Medical Officer and Associate Medical Director for the provision of quality patient care.

Collaborate with providers to ensure timely patient care, appropriate clinic flow and employee satisfaction are met.

Act as an advocate for patients and TCC target population.

Attends and participates in meetings, committees, and training sessions as directed.

Assist with clerical and front desk duties as needed.

Other duties as assigned.

**Education and Qualifications Requirements:**

- Bachelor’s Degree in Business, Nursing, Certified Family Nurse Practitioner or Nurse Practitioner, Health Administration and other health-related fields.
- A minimum of 2 years of experience in a supervisory capacity
- A minimum of 5 years of experience in ambulatory clinic administration

**Knowledge, Skills, and Abilities:**

- Excellent interpersonal and communication skills
- Frequent use of telephone system and office equipment i.e. typewriter, computer, printer, FAX machine, copier, and general office supplies.
- Occasional use of wheelchair, gurney and other patient assisted devices for transfers in the clinic.
- Excellent systems philosophy and process improvement skills
- Demonstrative ability to facilitate effective organizational/workflow redesign and restructuring.
- Sensitivity to cultural and ethnic issues, as well as interest in working with underserved populations.
- Bilingual in English/Spanish or English or Khmer strongly preferred.
- Exhibits flexibility and ability to work independently on project tasks and able to positively interact with a variety of stakeholders, such as other department staff, area agencies, and community members.
- Ability to work with diverse patient populations and at-risk clients.
- Proven success in problem-solving and prioritizing tasks to meet multiple project demands and deadlines
- Possess strong organizational skills, initiative, and follow-through. Must also have excellent written and verbal communication skills
- Sound stress reduction and management skills are essential. Also, requires abstract thinking and intuitive sense.
- Must be able to work independently, within teams, as well as with other organization departments
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Frequent talking to clinical staff, patients, family, board members, funding agencies, community agencies, and health professionals.
- Ability to work with diverse individuals and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

**Generous Company Benefits:**

- Medical, Dental, & Vision Insurance
- Company Paid Life Insurance
- 401k with employer contribution
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA)
- AFLAC
- United PetCare Program
- Paid Time Off (PTO) - 27.5 days per year