



JOB DESCRIPTION

POSITION:	CLINIC MANAGER I-BHC
STATUS:	Exempt, Full Time
REPORTS TO:	Director of Clinic Operations (DCO)
SUPERVISES:	Front Office staff, Medical Interpreter
DEPARTMENT:	Clinic Operation
OFFICIAL DUTY STATION:	APHCV Belmont Health Center (BHC)

SUMMARY:

The Clinic Manager will oversee all clinical operations and coordination for the Belmont Health Center.

S/he is authorized within the APHCV policy and procedures to make decision and direct staff outside of her/his immediate reports, namely providers, nursing staff and other department staff to achieve the following goals of APHCV:

1. Ensure/Facilitate patients' satisfaction and quality of care (patients seeing on time, patients are seen if they are here, readiness of exam rooms, directing and re-directing nursing staff to reduce backlog, etc.)
2. Meet goals for provider productivity
3. Meet the expectations and requirements such as HIPAA
4. Comply with APHCV's policies and procedures
5. Ensure the safety of staff and patients

S/he is authorized to report to the Department Directors, Management Team and CEO regarding the performance of staff who is outside of his/her department in this respect.

S/he is also expected to bring in any policies and procedures (or lack of) that prevents him/her to accomplish the above goals.

S/he is responsible for overseeing Belmont Wellness specific activities.

APHCV expects all employees to respond and participate to emergency situation per emergency policies and procedures.

DUTIES AND RESPONSIBILITIES:Clinical Operations:

1. Oversee clinical operations to ensure patients satisfaction and quality of care, and compliance to all policies and procedures of APHCV including HIPAA.
2. Ensure clinic operations and maximize the resources (i.e. staff). Specifically, ensure maximum productivity of staff, quality of work, and put in place accountability mechanism (such as productivity report, internal audit, corrective action, etc.)
3. Monitor clinic flow through standard office efficiency measurements (cycle time, 3rd next available, etc.) to achieve optimal clinic efficiency. Monitor day-to-day appointment schedule and adjust to meet expected productivity.
4. Monitor provider panel size and patient access by compiling reports such as 3rd next available and demand and supply reports as frequently as designated by DCO and take an action such as open or closing the provider panel to meet external access standard based on the data.
5. Monitor and manage schedule for providers (e.g., establishing a patient care schedule, facilitate time off requests, requesting for coverage, closing schedule for un-planned offs, review and sign off of timesheets) and other services for the site to meet specified Clinic and/or Business Hours requirement and ensure access and coverage during such hours.
6. Instructs all clinic staff to ensure patient satisfaction, productivity, quality of care, clinic flow, compliance, and safety.
7. Implement Culturally and Linguistically Appropriate Services (CLAS) standard and related policies and procedures at that site and ensure that we're providing culturally and linguistically competent services.
8. Communicate with DCO and other Directors and Managers regarding the operations and staff performance as necessary.
9. Conduct briefings with clinic staff to go over schedule, new policies, counseling, flow, etc.
10. Promote teamwork and maintain a positive work environment.
11. Maintain communication with Clinic Operation Dept and other dept supervisors and staff to ensure that site maintains effectiveness in all aspects of Clinic Operation. Such supervisors includes but not limited to:
 - Clinic Operation Dept-Clinic Operation Manager, Call Center Supervisor, Medical Record Unit Coordinator, Enrollment Program Coordinator, Patient Engagement Coordinator
 - Other Dept- Nursing Dept Managers, Medical Director, Maternal and Child Health/Health Condition Case Management/Behavioral and Mental Health Unit Managers, Billing Manager, Director of Performance Improvement, IT/IM, Facility, HR and Administration staff.
12. Serve as a Grievance Officer level I and address patients' grievances and/or complaints.

Supervisory and Administrative Responsibilities:

1. Work with DCO to achieve clinic goals (no show rate, etc.) and communicate with clinic support staff. Monitor goals (and progress and outcome), generate analysis, recommendations, action plans, and implement action plans.

2. Identify the areas needing policies and procedures for continuing quality improvement, and communicate them to DCO. Participate in development and revision of APHCV policies and procedures as assigned by DCO.
3. Directly supervise and evaluate the performance of clinic operation staff. Delegate duties as necessary.
4. Serve as back-up to perform front desk and back office duties at clinic, including check in, financial screening, scheduling, interpreting, translating and check out.
5. Ensure accurate PCP selection and assignment through monthly audit and review of continuity reports generated by Call Center Unit Supervisor.
6. Oversee patient chart audit and billing preparation to ensure accuracy of data in order to optimize revenue cycle.
7. Work with Billing Manager to collect and report accurate data for services.
8. Work with Providers and Nursing staff to address quality of care issues and productivity.
9. Provide training on APHCV programs, goals and priorities, requirements, policies and procedures and orientation including role and responsibility of a site Clinic Manager/Coordinator to new providers and support staff including Clinic Operation staff as assigned.
10. Report performance issue of staff outside of his/her department to their supervisors.
11. Facilitate regular operations meetings and co-facilitate monthly Big Huddle meetings.
12. Participate in meetings assigned such as TQM, and some site specific and agency wide management and strategic planning activities. Attend other trainings and meetings as assigned by DCO.
13. Provide feedback and direction for outreach and inreach through participation in the Marketing Committee. Coordinate outreach and enrollment efforts for patients working with other supervisors.
14. Maintain and develop community partner relationships with local organizations including but not limited to faith organizations, businesses, non-profit agencies, etc to ensure clinic visibility in the community.
15. Participate in needs assessment activities to ensure that site service is reflective of community needs.
16. Provide input for proposals, private and public grant opportunities, for different programs.
17. Maintain regular communication with DCO and submit required documentation on a timely basis.
18. Provide support and complete other duties as assigned by DCO.

Belmont Wellness Center:

1. Participate in Wellness Center Collaborative meetings as organized by Los Angeles Unified School District (LAUSD) Organization Facilitators.
2. Work with designated staff in Development of student and patient engagement program or activities.
3. Coordinate outreach activities and identify key events in the community and in the schools served by BHC.
4. Maintain communication with LAUSD organization facilitators and leadership of co-located LAUSD School Mental Health.

5. Collaborate and meet monthly with the Wellness Coordinator or other key stakeholders at schools to establish referral processes.
6. Ensure positive referral process between School administrators, teachers, nurses and Belmont Health Center.
7. Complete and submit Monthly encounter report to LAUSD Organization Facilitator.
8. Implement Program and/or projects that supports patient education in various health topics and those that creates patient linkages to available resources.
9. Actively participate in LAUSD evaluation of wellness centers.

PERFORMANCE EXPECTATIONS:

1. Work individually with minimum supervision and also function as an effective team member who is willing to assist other members in other duties within his/her capabilities, to aid the clinic team in providing good efficient patient care.
2. Maintain high level attendance pattern to ensure department is accurately covered at all times.
3. Facilitate patient flow by moving resources as needed to achieve an optimal end result in terms of patient wait time, productivity and etc.
4. Work on Saturday Clinic and evening hours as scheduled.
5. Establish and maintain open communication and effective working relationship with patients, caregivers and other clinic staff while maintaining professional demeanor at all times.
6. Coordinate with other key leadership in the integration and promotion of other programs and activities.

QUALIFICATIONS:

- 1 Bachelor's degree in related field preferred.
- 2 Working knowledge and/or experience working with LAUSD and youth population.
- 3 3 year experience in a supervisory capacity in a healthcare environment, medical office or community based organization.

SKILLS PREFERRED:**CLINIC OPERATIONS:**

- Knowledge and skills in various aspects of front and back office functions.
- Knowledge of various health programs (i.e., FPACT, EWC, Medi-Cal, Medicare, Covered CA, etc.).
- Knowledge of HIPAA requirements.
- Bi-lingual in target Asian language or Spanish.

STAFF MANAGEMENT:

- Skills in staff management and supervision roles.
- Teaching, coaching, training, and instructional skills.

- Ability to delegate responsibility and authority to CO staff.
- Knowledge of quality improvement and other management techniques that promote customer service and staff empowerment.

PROFESSIONAL:

- Good command of verbal and written communication skills - ability to give presentations, write reports and facilitate meetings.
- Experience working with target populations, including people of diverse cultural, education, socio-economic, and linguistic backgrounds.
- Ability to work with minimum supervision and also function as a team member.
- Ability to work under high stress and able to make quick informed decisions.
- Self-organized, can prioritize competing assignments, and multi-task.

COMPUTER:

- Proficiency in PC– working knowledge of Microsoft Office applications (Word, Excel, Outlook), NextGen, Intranet and Internet.

HR PROCEDURAL REQUIREMENTS:

- Legal authorization to work in the United States.
- A valid California Driver’s license with clean records and access to insured automobile.
- Completion of APHCV Health Assessment Form.
- Completion of DOJ background check.

PHYSICAL REQUIREMENTS:

Must be able to materially perform the task normally associated with the position including but not limited to: ability to lift up to 25 lbs.

Last updated on: 12/29/2023

EMPLOYEE ACKNOWLEDGMENT:

I have read my job description and understand its contents. I agree to perform the duties and responsibilities to the best of my ability. If at any time I have questions about its contents, I will discuss with my supervisor any clarification. I have received a copy of this job description and understand that it will be used to evaluate my performance both on an ongoing basis and at regular intervals.

Employee’s Printed Name

Employee's Signature

Date

Supervisor's Signature

Date