



佛教慈濟美國醫療志業基金會
Buddhist Tzu Chi Medical Foundation

CLINIC MANAGER JOB DESCRIPTION

Job Title: Clinic Manager
Department: Clinics
FLSA Status: Nonexempt
Reports To: Medical Director

Job Summary

The Clinic Manager will provide first line supervisory oversight for the clinic front and back office staff during a designated shift. Ensures that quality care is provided according to the policies and procedures, that patient flow/placement is efficient and that daily staffing needs are met to assure the highest quality of patient care, safety and satisfaction. The Clinic Manager is responsible for planning, coordinating, directing and monitoring all operational aspects of the clinic.

BTCMF's Expectations of all Employees

- Adheres to all BTCMF Policies and Procedures.
- Conducts self in a manner that always represents BTCMF's core values.
- Maintains a positive and respectful attitude with all work-related contacts.
- Communicates regularly with immediate supervisor about Departmental and BTCMF concerns.
- Consistently reports to work as scheduled and in a timely manner prepared to perform the duties of the position.
- Meets productivity standards and performs duties as workload necessitates.
- To train on all Learning Management Systems (LMS) by self-learning models from BTCMF's EMR.

Key Responsibilities

- Reports as assigned ready to perform job duties at the beginning of the shift, takes breaks and reports back to work at the specified time in accordance with Buddhist Tzu Chi Medical Foundation (BTCMF).
- Appearance exemplifies the professional image of BTCMF through acceptable habits of dress, grooming and hygiene.
- Researches, gathers, organizes and summarizes data for reports. Analyzes data for trends or conclusions and presents results and recommendations to supervisor.
- Supports all BTCMF programs and specialty services.
- Daily provider availability reports, VFC Stock, OTC Inventory, Cross services report {Dental & Medical), Staff Meetings & Huddles w/providers (including sign-in sheets), report patient reviews, patients who leave early, and patients who receive appointments requested.
- Front office oversight: Oversees, and as necessary, performs administrative functions to include answering and prioritizing phone calls for patient care matters, chart preparation for clinical care, loose filing and assisting with apt scheduling.
- Maximizes clinic revenue by assuring staff knowledge and adherence to scheduling protocols,

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pre-registration -chart prep process, co-pay, self-pay, sliding fee at time of visit, eligibility, checking and end of day financial reconciliation procedures.

- Maintains and implements BTCMF's check in and check out workflow.
- Promotes staff satisfaction by assuring appropriate orientation, communication and team consistency.
- Oversight of staffing daily and monthly schedules, Time Off, and maintaining budgeted productivity goals.
- Assures regulatory readiness through staff competency completion, clinic quality checks, EMR chart reviews and maintenance of all clinical records. Example POCT, VFC etc.
- Values and respects the concerns and feelings of others. Demonstrates care, compassion and appreciation for the team.
- Identifies with the organizational goals including customer service, fiscal responsibility and understands their role within it.
- Proactively takes action without being prompted. Responds quickly to requests for assistance from team and works to resolve conflicts.
- Purposely builds partnerships & networks creates connections and trust with individual and groups.
- Demonstrates commitment to customer service - "goes the extra mile" to facilitate collaboration and collaboration among diverse groups aimed at improving service and or family centered care.
- Communicate with sincerity, honesty and respect for culture diversity.
- Actively listen with respect and compassion, without interrupting.
- Encourage feedback and questions.
- Partner with families in order to understand and meet their unique needs.
- Collaborate to achieve optimal outcomes.
- Commit to delivering excellent service every day.
- Remember the importance of the "First Impression".
- Adhere to departmental and BTCMF policies.
- Completes employee evaluations and needed following BTCMF's policy.
- Conserve BTCMF resources and supplies by using the wisely and in the best interest of BTCMF.
- Take pride in my environment by maintaining safe and clean surroundings.
- Maintain professional boundaries with patients, families, colleagues and vendors.
- Maintain a professional facility appearance that meets the expectations of patients.
- Demonstrate initiative and implement changes to improve clinic operations.
- Enhance health center visibility through community involvement by participating in service and professional organizations.
- Responsible for managing employee timesheets, overtime requests, and vacation requests.
- Enhance health center visibility through community involvement by participating in service and professional organizations.
- On a monthly basis, and as needed, report progress, operational issues, organizational opportunities and threats to the Regional Manager and Medical Director
- Monitor patient satisfaction through various programs such as the formal complaint process, patient survey, etc. and respond as appropriate.

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- Completes BTCMF's Compliance Audits monthly as established by the QI Committee.
 - Takes responsibility to prepare and pass all clinic site visits.
 - Speak to patients and others in ways that are clear and non-judgmental.
 - Show concern, interest and follow-through with commitments.
 - Do not engage in negative behaviors second guessing, undermining, infighting, arrogance, gossiping and backstabbing.
 - Speak in a positive manner about our associates, medical staff and BTCMF.
 - Respect privacy and confidentiality at all times.
 - Take ownership to continually improve processes within my role, department and throughout BTCMF.
 - Strive to improve myself and the outcome of my work.
 - Seek opportunities for improvement, understand what is expected of me, and apply best practices.
 - Embrace change and offer suggestions for resolution to challenges.
 - Take action if I see and unsafe act or condition that impacts quality of care or safety of others.
 - Recognize others for outstanding performance.
 - Required Certifications renewed and documented prior to expiration for self and direct reports.
- *This job description in no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and to perform other duties, within scope, as assigned by his or her supervisor.

Teamwork and Interpersonal Skills:

- Displays an awareness of others' needs and consistently acts in their best interests.
- Exhibits courtesy, mutual respect, and compassion in all interactions with others.
- Takes the initiative to propose constructive solutions to challenges.
- Recognizes and respects differences while actively seeking more effective communication approaches.
- Demonstrates a positive and professional response to changes and challenges.
- Nurtures positive working relationships and contributes to a collaborative work environment.
- Exhibits effective teamwork, working cohesively to support the organization in achieving its goals and objectives.
- Adapts smoothly to shifting workplace priorities.
- Attends and actively participates in scheduled meetings, whether weekly, bi-weekly, or monthly.

Education and Training:

- Must have at least 3-5 years of experience as a Medical Assistant in a clinic setting.
- Bilingual: Spanish (Required)
- Bachelor's degree in healthcare administration, health services administration, or similar.
- Experience in managing a healthcare facility or clinic.
- Experience in managing budgets, billing, and negotiating with suppliers and vendors.

Qualifications

- At least three-five years or more working for a community-based organization, community

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health center as a Medical Assistant.

- At least three-five years or more of customer service, patient registration and insurance verification experience.
- Demonstrate Leadership skills of: Critical thinking, Conflict Management, Negotiation and motivation, personnel development, time management and great customer service.
- Exceptional interpersonal skills.
- Strong writing and oral presentation skills.
- A familiarity with our programs throughout the organization.
- Exceptional organizational and planning skills.
- Time management skills.
- Effective communication skills.
- Familiarity with electronic medical records, Windows and Microsoft (Excel, Word, Outlook, etc.)
- Can display tact and respect with team members even when busy or hectic.
- Understands and carries out oral and written directions.
- Minimum 3-5years of related experience.
- Must excel in multitasking within a high-paced environment.
- Strong computer skills, acute attention to detail, confident and professional communication.
- Responsiveness to the needs of both internal/external stakeholders in a professional and personable manner are expected.
- Knowledgeable in general EMR/EHR systems is preferred.

Work Schedule:

- General work hours are Tuesday to Saturday 8 a.m. to 5 p.m., however, start times will vary, depending on organizational, staffing, community, and patient needs.
- Work schedules are subject to change based on organizational, staffing, community, and patient needs. As such, BTCMF may need to modify work schedules to meet such needs.
- Saturday work schedules will also be effected or implemented due to organizational, staffing, community, and patient needs as BTCMF continues to grow and expand work days and hours.
- Overtime may also occur due to organizational, staffing, community, and patient needs.

Work Location:

- While staff may be assigned a primary site (Alhambra, South El Monte, Wilmington, Mobile Units, or Telehealth, etc.), you may be required to temporarily fill in at another site based on organizational, staffing, community, and patient needs.

Travel Requirements:

- Occasional travel will be required for this position. Must be able to travel to BTCMF sites as needed, including short notice.

Physical Demands and Working Conditions:

- The physical demands described here 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

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functions.

- While performing the duties of this job, the employee may be required to drive to BTCMF facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Acknowledgment

Employee Certification of Job Description

I hereby acknowledge that I have read and understand the content of this job description. I have had the opportunity to ask questions and have those questions answered about the job duties and performance expectations. I understand that the job description may be revised from time to time in the future by the Company in its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will, meaning that the terms of employment may be changed with or without notice, with or without cause, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work.

Employee Name Printed

Signature

Date

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