

T.H.E. CLINIC, INC.

JOB DESCRIPTION

POSITION: Operations Manager
DEPARTMENT: OPERATIONS
STATUS: Full-Time, Exempt

Position Summary: The Operations Manager reports to the Chief Executive Officer. This position is responsible for the ongoing operation and management of clinic programs and support services; ensuring that the support services and programs meet and comply with regulatory agencies, program regulations and payer requirements.

Essential Duties and Responsibilities:

1. Provide direct supervision and management of Registration and Financial Services, Information Technology, Care Programs, Patient Health Information, Facilities Maintenance and Community Education and Outreach Programs.
2. As a member of senior management, work with the CEO and other team members in the development of clinic services and programs, business plans and grants.
3. Supervise, mentor, and support staff, including counselors, nurses, administrative personnel, and other clinical team members. Conduct performance evaluations, facilitate professional development, and ensure staff are trained in evidence-based treatment modalities. Address staffing issues, including recruitment, retention, and team-building initiatives.
4. Ensure the program complies with state and federal regulations, as well as any accreditation standards. Oversee documentation and reporting requirements, including audits, licensing, and certification processes. Stay informed about changes in healthcare laws, regulations, and treatment methodologies that may impact the program.
5. Collaborate with clinical leadership to develop and enhance treatment protocols, ensuring that services remain evidence-based and client-centered. Monitor program performance metrics and identify areas for improvement. Lead quality improvement initiatives to enhance patient outcomes, satisfaction, and overall program efficiency.
6. Ensure that patients/clients are engaged throughout the treatment process, including admission, ongoing care, and discharge planning. Address and resolve client grievances or complaints in a professional and timely manner.
7. Develop and oversee emergency management protocols, including medical crises, behavioral incidents, and facility-related issues. Ensure staff are adequately trained in emergency preparedness and response and ACA blocking. Client Advocacy.

Education and Qualifications

- RN preferred, 5 years of Health Administration
- 3 years of Non-profit or FQHC environment experience
- Extensive Senior Management experience
- Bachelor but Master's preferred degree in business, public, nursing or health care administration, psychology or social work.
- In-depth knowledge of addiction treatment services, clinical operations, and applicable healthcare regulations

- Familiarity with electronic health records (EHR) and data management systems
- Strong financial management and budget oversight experience
- Excellent communication and interpersonal skills, with the ability to engage with clients, families, staff, and external stakeholder.

Physical Demands

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 functions.

While performing the duties of this job, the employee is regularly required to stand, sit, talk or hear. The employee is occasionally required to use hands to handle, or feel objects, keyboard or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.