



Job Title: Clinic Manager
Reports To: Chief Operations Officer
Department: Medical
Approved by: Manal El Harrak, COO

Date: 9/22/2017
Rev:
FLSA: Exempt
Approval Date:

ESSENTIAL JOB FUNCTIONS:

- Evaluates the quality and effectiveness of support staff practices and services
- Establish processes to ensure the efficient and effective patient flow patterns for the medical clinic.
- Identify opportunities in collaboration with all staff for improving services and patient outcomes.
- Supervise and manage assigned RN(s), LPN(s), Medical Assistants and other support staff in the performance of their clinical and administrative duties.
- Coordinates and maintains the required training, competencies and skills for staff.
- Promotes and monitors regulatory agencies standards and applicable laws and regulations.
- Sets and Models high customer service expectations for the practice.
- Support the providers in meeting highest productivity standards
- Support the clinical and operational quality initiatives (PCMH, MU, UDS, PAM...etc)
- Create and maintain protocols and policies for the clinical department,
- Supports the medical budget expenses by managing the allocated supply and equipment budget and preparing billing statements as appropriate.
- Review and approve applicable invoices.
- Assist in equipment life cycle planning and recommend upgrades
- Manage equipment repairs and preventative maintenance
- Assist laboratory director in monitoring lab operations, QI/QA/QC testing and obtaining required licensing for CLIA Waived test
- Manage relationship with partnering laboratory vendor
- Manage all facets of the Medical Clinic Infection Control Program and Safety Program.
- Manage interpretation services and reconcile corresponding bills
- Triage medical calls and urgent and non-urgent medical complaints for medical clinic patients, within the scope of practice of a Registered Nurse.
- Manage the Vaccine For Children Program (VFC) and other public and private vaccine programs
- Organize seasonal flu clinics
- Develop and mentor the clinical and administrative decision making skills of assigned LPN(s), Medical Assistants and other support staff.
- Conduct departmental and interdepartmental meetings to communicate pertinent information.
- Hires and evaluates support staff of department, implementing corrective action plans and conducts performance evaluations. Effectively addresses personnel issues in order to promote a productive and healthy work environment.
- Work cooperatively with staff at all levels of the organization in the development, monitoring and improvement of programs and services.
- Maintain patient confidentiality as mandated by Sadler Health Center internal policies and federal guidelines related to HIPAA.



OTHER JOB RESPONSIBILITIES:

- Attend Health Fairs to represent Sadler Health Center

KNOWLEDGE, SKILLS, AND ABILITY REQUIREMENTS

- Proficiency in working in an electronic medical records system.
- Applicants must be able to read, write, speak, understand, and communicate in English sufficiently to perform the duties of this position.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Highly developed sense of integrity and commitment to patient satisfaction.
- Demonstrated passion for customer service excellence with respect to internal and external customers. Willingness to work a flexible schedule (including late nights)

PHYSICAL REQUIRMENTS:

- 21-50lbs 0-33% of the work day (occasionally),
- 11-20lbs 34-66% of the workday (frequently),
- 1-10lbs 67-100% of the workday (constantly).
- Fine motor skills and manipulating instruments and mixing materials
- Carrying of small articles such as instruments and other medical supplies
- Frequently bending, twisting and kneeling
- Frequently standing, walking and sitting
- Close eye work (computers, typing, reading, writing)
- Physical demands may vary depending on assigned work area and work tasks.

QUALIFICATIONS:

- Possess current, unrestricted licensure as a Registered Nurse in the State of Pennsylvania
- A Master's Degree in a Health Care related field is desired
- Possess 5 years in clinical management experience
- Exhibit the ability to organize, prioritize and simultaneously execute multiple tasks and responsibilities prior to established deadlines
- Possess a comprehensive knowledge of all phases of the health care delivery system
- Possess the ability to effectively communicate with staff, peers and co-workers both verbally and in writing
- Possess a working knowledge of computer technology systems
- Complete required continuing educational credits as required by PA state standards
- Current Basic Cardiac Life Support certification (preferred).

ENVIRONMENTAL FACTORS:



- Factors affecting environment conditions may vary depending on the assigned work area and tasks.
- Exposure to (at a minimum): Blood-borne pathogens, Bio-hazardous waste, chemicals/gases/fumes/vapors, communicable diseases, electrical shock, hot/cold temperatures, indoor/outdoor conditions, latex, lighting, patient care/handling injuries, radiation, use of personal protective equipment, including respirators.
 - Environmental conditions may vary depending on assigned work area and work tasks.
 - Shift work may be necessary
 - Travel may be required