

POSITION SUMMARY

NOELA Community Health Center is seeking an Office manager to organize and coordinate administration duties and office procedures. Under the supervision of the Chief Medical Officer, the Clinic Manager will be responsible for ensuring that the health center provides the most effective patient care with high levels of organizational efficiency, communication, and safety. In addition, the Clinic Manager will plan and coordinate services and oversee the day to day operations within the health center, including personnel management, providing administrative assistance and support to medical staff to ensure efficient delivery of routine patient care, monitoring patient billing activities, cash management, and assisting with quality improvement and strategic planning.

MINIMUM QUALIFICATIONS

1. Bachelor's degree minimum requirement; Master's degree in Advanced health administration, public health, or business degree preferred.
2. 3 or more years of experience preferred.
3. FQHC or Community Health Center experience preferred
4. Strong communication, organizational management, and analytical skills needed.
5. Knowledge of Electronic Medical Records required.
6. Knowledge of HMO, PPO and Governmental Payor Policies & Guidelines preferred.
7. Knowledge of ICD-10-CM, CPT and HCPCS coding preferred.
8. Ability to demonstrate extensive knowledge of office applications, specifically Excel, Word and Outlook preferred.
9. Ability to demonstrate initiative and organize activities.
10. Ability to prioritize and work with multiple projects simultaneously.
11. Ability to work successfully and independently under budgetary and deadline requirements.
12. Ability to work as part of a professional team and to collaborate effectively with individuals within the organization as well as with outside contractors.
13. Skilled in understanding of, and sensitivity to persons of all social, cultural, economic and educational backgrounds.

KEY RESPONSIBILITIES AND PERFORMANCE STANDARDS

50%. Coordinate and Maintain Daily Operations

- a. Serve as the first line contact for facilities and logistical resource management and information
- b. Organize office operations and procedures and ensure employee compliance with policies and procedures
- c. Responsible for overall success of the facility on a day to day basis
- d. Supervise and perform as needed, day to day operations of the clinic staff.
- e. Manage daily activities as it relates to insurance billing, not limited to front desk, support staff, and physicians.
- f. Assist the CMO in the hiring, evaluation, development and when necessary disciplining clinic employees.
- g. Ensure completion of required HIPAA, TB testing and blood borne pathogen on-boarding education by employees annually.

- h. Maintain employee personnel files to include time sheets, performance, and discipline and payroll records in an organized manner.
- i. Maintain and protect the confidentiality of all patients.
- j. Work with the CMO to ensure proper staffing levels and coverage.
- k. Oversee the maintenance of laboratory operations and the updating of lab supplies, equipment and logs.
- l. Ensure inventory of clinic supplies are tracked and maintained at all times
- m. Serve as primary contact with all Vendors.

20% Communication & Additional Tasks

- a. Coordinate new employee trainings to meet or exceed job requirements.
- b. Works cooperatively, collaboratively and proactively with senior administrators to share knowledge related to previous job duties and/or institutional history.
- c. Ensure operational continuity by staying abreast of regulations within the medical industry.
- d. Perform all functions and responsibilities in a professional, efficient, and courteous manner, in accordance with the philosophy and standards of the organization with emphasis on the mission of the patient care.
- e. Communicates clearly and concisely with co-workers all relevant information necessary for quality patient care.
- f. Complete projects in relation to clinic mission statement
- g. Cross trains with other support staff to assist as needed in providing routine patient care and ensuring clinic efficiency.
- h. Exhibits a willingness to learn new tasks.
- i. Asks questions before beginning an unfamiliar assignment.
- j. Attend and/or participate in meetings as related to the Community Health Center.

20% Clinical Responsibility

- a. Assist medical office assistants with key responsibilities and performance standards as needed.
- b. Demonstrate critical thinking and organization skills, leadership and appropriate role modeling for office staff.
- c. Ensure support staff is trained to assist as needed in providing patient care.
- d. Participate in continuing medical education programs
- e. Foster an environment that promotes trust and cooperation among all staff of NOELA.
- f. Enforce clinic policies and procedures to ensure that the principles of NOELA are implemented.

10%. Billing Responsibility

- a. Oversee the medical billing process from front desk check and ensure front desk personnel are creating and closing out batches in a timely manner.
- b. Ensure front desk personnel collect copayments at the point of service.
- c. Ensure all front desk personnel are properly documenting patient insurance and migrant (if appropriate) status.
- d. Ensure all front desk personnel are performing household assessments according to policy and procedures
- e. Ensure referrals are obtained before the visit if applicable.

Financial Responsibility: Yes

Supervisory Responsibility: Yes

Positions Directly Supervised: Yes

is this position at risk of exposure to bloodborne pathogens? Yes

is this position at risk of exposure to Tuberculosis? Yes