**Clinic Manager**

**POSITION DESCRIPTION**

**Job Title:** Clinic Manager **Supervised by**: Chief Financial Officer

**Prepared by:** Human Resources **Approved by:** Administrator

**Date:** 1/25/2019

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**Job summary:** Plaquemines Primary Care is seeking a Clinic manager to organize and coordinate administrative duties and office procedures. Under the supervision of the Chief Financial 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 preferred.
2. 3 or more years of experience preferred.
3. Federally Qualified Health Center (FQHC) or Community Health Center experience required.
4. Strong communication, organizational management, and analytical skills needed.
5. Knowledge of Electronic Medical Records required.
6. Knowledge of HMO, PPO and Government Payor Policies & Guidelines preferred.
7. Knowledge of ICD- 10-CM, CPTand 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.
14. Able to communicate effectively in English, both verbally and in writing.
15. Additional languages preferred.

**KEY RESPONSIBILITIES AND PERFORMANCE STANDARDS**

**50%. Coordinate and Maintain Daily Operations**

1. Serve as the first line contact for facilities and logistical resource management and information.
2. Organize office operations and procedures and ensure employee compliance with policies and procedures.
3. Responsible for overall success of the facility on a day to day basis.
4. Supervise and preform as needed, day to day operations of the clinic staff.
5. Manage daily activities as it relates to insurance billing, not limited to front desk, support staff, and physicians.
6. Assist the CFO with interviewing, hiring, performance evaluations, development and when necessary disciplining clinic employees.
7. Provide recommendations and/or complete evaluations as indicated and submit timely to the CFO.
8. Ensure completion of required HIPPA, TB testing and blood borne pathogen on-boarding education by employees annually.
9. Maintain employee personnel files to include time sheets, performance, and discipline and payroll records in an organized manner.
10. Maintain and protect the confidentially of all patients.
11. Work with the CFO to ensure proper staffing levels and coverage.
12. Oversee the maintenance of laboratory operations and the updating of lab supplies, equipment and logs.
13. Ensure inventory of clinic supplies are tracked and maintained at all times.
14. Serve as primary contact with all Vendors.
15. Maintaining necessary contracts such as Stericyle, McKesson, CLIA etc.

**20%. Communication & Additional Tasks**

1. Coordinate new employee trainings to meet or exceed job requirements.
2. Works cooperatively, collaboratively and proactively with CFO to share knowledge related to previous job duties and/or institutional history.
3. Ensure operational continuity by staying abreast of regulations within the medical industry.
4. Preform 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.
5. Communicates clearly and concisely with co-workers all relevant information necessary foe quality patient care.
6. Complete projects in relation to clinic mission statement.
7. Cross trains with other support staff to assist as needed in providing routine patient care and ensuring clinic efficiency.
8. Exhibits a willingness to learn new tasks.
9. Asks questions before beginning an unfamiliar assignment.
10. Stays up to date on community resources that are available to patients to promote patient involvement in plan of care.
11. Ensure clinical staff participation of daily huddle.
12. Effectively build and manage partnerships/relationships with outside sources to promote continuity of care.
13. Meet with Managed Care Organizations representative to review Gap in Care Reports and HEDIS measures.
14. Formulate patient teaching plans, based on identified patient learning needs, and evaluate effectiveness of learning. Family is included in teaching, as appropriate.
15. Provide education to clinical staff on performance improvements. Plan and organize orientation and in service training for clinical staff; participate in guidance and educational programs.
16. Maintain a good working relationship and effective communication both within the department and with other departments for the benefit of the patient.
17. Develop, revise and implement policies and procedures that are vital to patient care and care management.
18. Delegate specific duties and tasks and assure completion of assigned tasks to personnel.
19. Continuously supervise staff to ensure quality of nursing care, and lead daily in site huddle per protocol.

**20%. Clinical Responsibility**

1. Assist medical office assistants with key responsibilities and performance standards as needed.
2. Demonstrate critical thinking and organization skills, leadership and appropriate role modeling for office staff.
3. Ensure support staff is trained to assist as needed in providing patient care.
4. Foster an environment that promotes trust and cooperation among all staff of PPC/PMC.
5. Enforce clinic policies and procedures to ensure that the principles of PPC/PMC implemented.
6. Oversight of tracking all patient testing and referrals for assigned location in accordance with PPC policies and procedures.
7. Maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and ensure patient safety. Ensure referral tracking is completed (within 2 days) electronically through the electronic medical record while still utilizing a manual log.
8. Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns. May assume advocate role on the patient’s behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely fashion.
9. Responsible for all clinical QA/QI testing and standards.
10. Responsible for clinical staffing, patient complaints, and Risk Management for all PPC clinical areas.
11. Lead team members and coordinate member activities to assure continuity and monitoring of patient care on Federally Qualified Health Center (FQHC) model.
12. Facilitate obtaining & maintaining FQHC status.

**10%. Billing Responsibility**

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

**BENEFITS:**

* Excellent benefits and solid paid time off structure.

*This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent to the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.*

Qualified candidates, please email resume to [lprest@plaqueminesmedicalcenter.com](mailto:lprest@plaqueminesmedicalcenter.com)

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