



JOB DESCRIPTION

JOB TITLE:	Clinic Manager	FLSA STATUS:	Exempt
DEPARTMENT:	School Health Clinics of Santa Clara County	DATE APPROVED:	12/10/2017

GENERAL SUMMARY

As a member of a Patient Centered Medical Home team, the Clinic Manager/Quality Coordinator is responsible for the implementation, management, delivery of quality, cost effective care, and the supervision of ancillary clinic staff. Under minimal direction, designs, implements and supervises programs of the School Health Clinics; recruits and works directly with personnel and consultants; and assists the CEO in the overall operation of School Health Clinics of Santa Clara County (SHCSCC); establishes and maintains relationships with school administrative staff, clinical training programs, and community partners; and serves as the Privacy Officer for compliance with HIPAA regulations.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Responsible for monitoring and ensuring compliance with licensing requirements and objectives established by funding sources.
- Directs and supervises personnel, including Medical Assistants, Patient Navigator, and ancillary staff.
- Coordinates with IT and Electronic Health Record (EHR) support to resolve system issues from clinic staff.
- Must be proficient in the use of NextGen, certified Electronic Health Technology. Train and assist physicians, NP/PAs, LCSW, and Patient Navigator to become 'meaningful users' of NextGen
- Produce reports to satisfy required quality measurements for requesting agencies (Federal, state, local, and private).
- Maintain status of recognition programs (Patient Centered Medical Home, National Health Service Corp, etc.).
- Ensures patients are seen in an efficient, confidential manner that corresponds to the legal requirements of the State of California, HIPAA regulations and to predetermined policies and procedures. Serves as HIPAA Privacy Officer.
- May assist SHCSCC staff in providing medical care during emergencies and maintain clinical services at clinics in the event of staff absenteeism as needed.
- Lead the quality management committee to create quality improvement projects to improve program services in all areas.

- Responsible for coordinating / preparing activities for site visits by agencies and organizations in collaboration with COO/CFO.
- Assures clinical compliance with licensing regulations in collaboration with COO/CFO.
- Develops, recommends and administers policies and procedures to ensure efficient clinical practices to meet licensing and accreditation requirements. Annually reviews policies and procedures and makes revisions as necessary, in collaboration with the Medical Director.
- Interviews, makes recommendations for hiring, assigns work to, evaluates the performance of, and when necessary, disciplines and makes recommendations for discharging subordinate assigned personnel.
- Reviews recommendations of subordinates regarding employee relations matters and provides assistance and guidance in resolving complex and/or sensitive issues.
- Schedules all SHCSCC staff on daily basis with input from the Medical Director as needed.
- Under the supervision of the Medical Director, conducts bi- monthly meetings with clinic staff bi-monthly. Participates in monthly staff meetings. Responsible for clinic development workshops and in-services for educational enhancement of ancillary clinic staff.
- Maintains knowledge of current trends and developments in the field by reading appropriate books, journals and other literature and attending related seminars, conferences and the like.
- Represents the SHCSCC at community events, meetings and conferences.
- Assists as needed with public speaking engagements in order to promote a positive image of the SHCSCC.
- Researches and investigate modified or new programs that would benefit patient care.
- Other duties as assigned.

EXPERIENCE AND TRAINING:

- Minimum of two (2) years' experience in administration and/or supervision.
- Experience with budget oversight and grants management preferred.
- Bilingual Spanish/English preferred.
- Family Nurse Practitioner preferred

MINIMUM KNOWLEDGE AND ABILITY:

- Ability to establish and maintain productive working relationships with community agencies, diverse populations, schools and faith based groups.
- Strategic planning abilities.
- Ability to manage the staff and budget necessary to operate an efficient, cost effective program.

- Ability to coordinate and supervise professional and paraprofessional staff.
- Ability to model and communicate the SHCSCC mission and support a culture of empowerment, team development and open communication and to conduct meetings and respond quickly to program needs and problems.
- Ability to communicate effectively both verbally and in writing in order to conduct business with community partners and other healthcare professionals.
- Ability to anticipate and initiate action to handle unforeseen issues.
- Ability to work independently, prioritize, problem solve and exercise good judgment with minimal supervision.
- Ability to work with diverse populations.
- Knowledge of healthcare supervision, community resources, and program development.
- Computer literate with knowledge of operations of word processing and databases. This includes MS Windows computer literacy and proficiency with MS Office Suite programs. Requires ability to learn and utilize our software programs including the Practice Management System and Electronic Health Records software.

WORKING CONDITIONS:

- Normal office environment with some exposure to excessive noise, dust, temperature and the like.
- Combination of regular office environment with frequent field visits to clinic sites and community meetings.
- When working with patients, may be exposed to communicable diseases.
- Frequent interruptions in work to answer telephone and respond to urgent requests.
- Ability to work occasional evenings and weekends.
- Local travel required.
- Must have a car available for daily use, a valid California driver's license and auto insurance as required by the State of California.
- Annual Tuberculosis Screening required.
- MMR/Varicella Zoster, Hepatitis B required or proof of completion.
- Current CPR Certification.
- Employment screening required.

REPORTING

Under the supervision of the Medical Director, and in collaboration with the Chief Executive Officer (CEO) and Chief Operations Officer/Chief Financial Officer (COO/CFO).

Job Type: Full-time

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as our exhaustive statement of duties, responsibilities, or requirements.