



## **POSITION DESCRIPTION**

**JOB TITLE:** Medical Clinic Site Manager

**Operational Report To:** Director of Operations

**Clinical Report To:** Director of Medical Services (Medical Director)

**STATUS:** Exempt (salaried)

**LOCATION:** Medical Clinic

SCHS is a 90-100 employee, full-service, non-profit healthcare clinic serving the needs of the South Minneapolis community. Come make a difference in the lives of people every day while helping us achieve our mission: *To improve the health of our patients and communities by delivering exceptional care, removing barriers, and promoting healthy lifestyles.*

**ROLE:** This role requires an organized, self-motivated individual with excellent communication and conflict resolution skills to influence a positive culture of interdisciplinary leadership and process improvement. This individual works in collaboration with departmental directors, and other clinical support teams to improve coordination of patient care, patient access, and patient satisfaction; supporting productivity goals by directing day to day site operations.

### **JOB DUTIES:**

- Demonstrate professional management skills by working collaboratively with all disciplines of the clinic. Support administrative goals and employee relations by demonstrating diplomacy, conflict resolution skills, customer service, mentoring, education, communication, and training initiatives.
- Monitor, inspect, and perform general oversight of clinical department needs including the ordering of general office supplies, maintenance of facility grounds, and upkeep of general building appearance in coordination with facility director and administration leadership.
- Provide leadership and direction of day-to-day administrative operations to ensure clinical services are efficient and effective. Manage day-to-day clinic activities to meet or

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exceed goals in revenue, productivity, patient satisfaction, patient visit targets and quality measures.

- Review and support OCHIN/ELLA training initiatives and clinical training updates that impact interdisciplinary teams and organizational workflows.
- In collaboration with the Medical director manage budget targets, and expense management through the monitoring of key performance indicators.
- Educate staff on key performance indicators and quality metrics to support performance indicators and FQHC requirements.
- Oversee master provider schedule and communicate with Medical director to ensure productivity goals are met.
- Maintain daily communication with interdisciplinary teams and clinical leadership to support quality objectives, staffing challenges, and operational barriers to patient access.
- Support the development of policies, procedures, and protocols for Patient Care Representatives (PCR)
- Coordinate with interdisciplinary teams and billing department to reduce bad debt write offs for noncovered services provided to patients through management of prior authorization systems and good faith estimates for patients/clients.
- Manage PCR employee timecards, staff requests for PTO, and staffing ratios-making adjustments to coverage for same day absences and planned time off.
- Responsible for hiring initiatives and onboarding for new PCR team members including the performance of 30/60/90 onboarding reviews and annual performance reviews for current employees.
- Lead daily hurdles with PCR team to communicate organizational updates, training, and changes occurring within the department; Perform ongoing coaching, mentoring, and training initiatives.
- Participate and contribute to monthly and quarterly staff meetings. Initiate, schedule, and lead departmental and/or interdisciplinary team meetings as required.
- Review and educate PCR staff and administrative leads on clinical policies & procedures to ensure compliance, and safety for SCHS patients and staff.
- Coordinate organizational activities with the interdisciplinary team, and administrative staff to optimize efficiency of services and patient-centered care.
- Other duties as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

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- Knowledge of insurance reimbursement systems and government/legal regulations and/or requirements related to health care is a plus.
- Knowledge of planning, budgeting, human resource management and staff development is a plus.
- Strong leadership ability, tactful and diplomatic; able to make effective decisions based on the needs of the organization.
- Works well both independently and as part of a team.
- Exceptional verbal and written communication skills.
- Ability to exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
- Excellent time management and organizational skills. Skill in restructuring work to make patient flow and operations more efficient.
- Attention to detail.
- Commitment to the SCHS mission and staff values.

**MINIMUM QUALIFICATIONS:**

- Minimum of three years of experience in management of direct reports, departmental team, or equivalent leadership position.
- Excellent knowledge of Microsoft Office applications,
- Experience w/ Excel, EPIC/OCHIN or similar EHR.
- Excellent written and verbal communication skills.
- Proficient interpersonal skills and team building capacity.
- Meticulous record-keeping, attention to detail, and strong organizational skills
- Excellent time management skills and ability to multi-task and prioritize work.
- Knowledge of Epic, Wisdom, and Dentrix (Dental Management System)
- BSN helpful but not required.
- Multilingual a plus but not required.

I have read and agree to abide by the job duties indicated above.

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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