

## Coast Community Health Center

**Position:** Clinical Site Manager (Bandon Site)  
**STATUS:** Salary, Overtime Exempt --- 1.0 FTE  
**SUPERVISOR:** Reports to the Chief Medical Officer

### **POSITION SUMMARY:**

This position is a member of the Management Team. Directly responsible for the supervision of the following site staff (i) Patient Services Representatives (PSR), medical assistants (MA) and Team Assistants (TA). Leads day-to-day clinical site operations including patient and customer service, clinical site compliance, safety standards, HIPAA compliance, applies Organizational-wide emergency plan and evacuation procedures/OSHA, workers' compensation and hazmat regulations and procedures. Serves as the lead for scheduling, patient intake sections of the electronic health record software system.

Collaborates closely with the Chief Medical Officer on clinical services, Chief Operations Officer on operational efficiencies and compliance, Finance Director in responding to the on-site duties for patient accounts, co-payments and daily deposits, financial and productivity collection activities and Quality Assurance/Quality Improvement (QA/QI) data collection activities.

Collaborates closely with the Outreach Workers in responding to patient assistance, OHP enrollment, and other patient related and customer service priorities in managing the Patient Service Representatives. Serve as the lead point of contact for customer service and patient related issues associated within the day to day operations of the health center Bandon site.

### **PRINCIPAL FUNCTIONS, DUTIES AND RESPONSIBILITIES:**

#### **Hiring and Training**

- In consultation with the Chief Medical Officer, and Chief Operations Officer this position assists in annual budget preparation for the site to ensure the provision of high quality patient services
- Interview and hire appropriate clinical support staff in collaboration with Chief Medical Officer
- Ensure clinical staff are appropriately trained for their job position and duties; ensure staff has ongoing opportunities to maintain and enhance their job skills
- Collaborate closely with Human Resources to establish appropriate job competencies and verify staff competencies on an annual basis and as needed and indicated
- Evaluate new staff after 30 days of work; staff should be evaluated at least annually and as needed
- Consistently mentor team members to enhance their skills and effectiveness in clinical site. Provide coaching/counseling as necessary.
- Ensure all patient service representatives and medical assistants follow established policies and procedures. Assist with documenting and implementing new procedures as needed. Addresses issues regarding lack of compliance per clinic policy.
- Ensure staff maintains professionalism at all times including proper manner of performing professional duties, and all forms of communication with patients, families, and companies with which we do business.
- Assume responsibility for the ongoing/daily management of back and front office staff for effective clinical operations of the Bandon site.
- Communicate identified issues and concerns in a constructive manner and participate in solutions.

#### **Clinic Operations**

- Make schedules (front and back office) for staffing coverage throughout the year.
- Assists Chief Medical Officer in making provider schedules to ensure adequate coverage for clinic hours
- Assume the point of contact role for clinical staff who are ill or unable to come to work; manage the on-call schedule for front and back staff.
- Hold staff accountable for unauthorized absences through appropriate counseling.
- Convene staff meetings with assistance of Chief Medical Officer and other managers.
- Ensure that patient care and flow, including follow up items are completed according to CCHC policy and any regulations established by local, state and federal government agencies.
- Follow up with patient concerns and/or incidents as appropriate. Conveys findings to Chief Medical Officer; to determine if further action required. Maintain a tracking system for the purpose of trending.

- Maintain and monitor patient flow throughout the clinic site; notifies Chief Medical Officer and Operations Director on status of flow issues, or other issues or problems as they arise.
- Ensure all clinical and patient care issues are addressed in a timely manner.
- Assists Team Leads to ensure staff concerns and scheduling issues are addressed in a timely and appropriate manner.
- Oversee inventory of medical supplies and ensure adequate inventory is available to staff, as well as anticipate future needs to ensure inventory does not run out, and purchasing is conducted in a cost-conscious manner.
- Collaborate with outside agencies to ensure durable medical equipment is available to patients

#### **Financial, Payroll & HR Responsibilities**

- Review site staff time and attendance, and payroll each pay period, monitor hours worked and verify accuracy of the payroll for employees at the site. Provide feedback as required to employees.
- This position is responsible for clear, timely, accurate and transparent communication directly with the Human Resources/Administrative team related to PTO, protected leave, employee injuries, and progressive employee discipline matters.
- Provide documentation and follow up as required for quality assurance.

#### **Clinic Site Maintenance**

- Ensure clinic space within site is maintained in good order
- Oversee maintenance and cleaning schedule for the site
- Coordinate and oversee any maintenance work that needs to be performed in clinical site
- Oversee storage shed including maintaining an inventory of contents

#### **Administrative Duties**

- Attends and coordinates when appropriate meetings amongst clinical, clerical, and provider personnel promote an environment that encourages effective communication.
- Participate in management meeting and other meetings as identified and appropriate.
- Run appropriate daily, weekly and monthly clinical reports in collaboration with Chief Medical Officer

It is the mission at Coast Community Health Center to serve patients with excellence. We are committed to helping patients receive high quality and low-cost care in a timely fashion. Managers within Coast Community Health Center are expected to:

- Take ownership and responsibility for continually assessing processes and generating ideas and solutions for improvement.
- Demonstrate flexibility by willingly adjusting to changes in priorities and circumstances.
- Convey courtesy, dignity and respect for individual differences and perspectives as demonstrated by words and actions.
- Project a positive attitude and maintain mutual respect with all individuals.
- Take responsibility for maintaining a professional, clean, safe and secure work environment for employees and volunteers.
- Lead by example demonstrating respect, authenticity, transparency, and ethical behaviors.

#### **Education:**

- Bachelors in business administration, medical administration or healthcare management, or;
- Associates Business Degree or;
- Medical related certifications with 5+years extensive experience in a medical setting.

#### **Qualifications:**

- 5+ years primary care of progressive experience/responsibility in a clinical business setting;
- Knowledge of standard operating procedures (SOP) for a medical clinic environment, preferably in a FQHC, Rural Health Clinic or County Clinical setting; safety standards, clinical measures, patient care, PCPCH, other standard and compliance programs in clinical settings;
- Ability to work within an intricate, fast paced environment, while also driving toward solutions, continuous improvement, and growth;
- Strong leadership abilities combined with personnel management:
- Ability to exercise sound independent judgment in supervising hourly employees; handle confidential material, communicate clearly verbally and in writing with a wide variety of persons; demonstrated skills in supervision, personnel management, time and attendance, wage & hour regulations;
- Proven results working in a team environment; strong communication skills and collaborative style;
- Strong problem solving/decision making skills; ability to handle multiple tasks; ability to relate to a diverse group of people;

- Demonstrated interpersonal skills: writing skills to effectively communicate with staff and patients, proficient verbal and written reporting skills;
- Experience in medical supplies, equipment, and/or services ordering and inventory control;
- Experience with electronic health and practice management software (EClinicalworks preferred), Word/Excel/ Intranet/Internet, E-mail Usage and Web-based applications.
- Skilled in data collection, spreadsheet preparation and management and report preparation;
- Ability to work under pressure, with ability to communicate clearly, timely and effectively in upward flow with Management, Employees, Volunteers and Business Associates, and persons of authority for program compliance and reporting;
- Willingness to work a flexible schedule when circumstances necessitate.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls, and equipment, Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

**Employer may perform background check and pre-employment drug screen**

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Employee Signature

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Date