

JOB DESCRIPTION

POSITION TITLE:	Site Manager
LOCATION:	HOPE Clinic
REPORTS TO:	Director of Operations
EDUCATION:	Bachelor's Degree in Healthcare Administration or Healthcare Management preferred. (Other acceptable fields include Business Management, Social Work, Program Administration, and Sociology)
WORK EXPERIENCE:	Minimum 2-5 years of health center management required
SALARY:	Based on experience
FLSA STATUS:	Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Under direct supervision of the Director of Operations, the Site Manager will manage HOPE Clinic satellite site's operations by maintaining office systems and supervising staffs in their supervision department.

MAJOR DUTIES & RESPONSIBILITIES FOR HOPE CLINIC:

- Fully responsible for implementing Risk Assessment and Management and Quality Improvements for the site;
- Partake in strategic planning and oversee project implementation operation to meet goals and deadlines;
- Oversee front desk, eligibility, medical record, and call center teams at the site;
- Supervises back office, and creates employee schedules;
- Adhere to policies as stated in the HOPE Clinic policies and procedures and in subsequent HOPE Clinic trainings and meetings;
- Attend scheduled team/staff meetings such as 1) weekly manager huddles, generally held at HOPE Clinic Main every Mondays from 8:30AM to 10AM and 2) all staff meetings;
- Maintain open communication with the Director of Operations, including regularly scheduled one-on-one update meetings;
- Regularly communicate with the Director of Operations to discuss overall progress of operations;

- Initiate and maintain positive relationships with community and business partners (e.g. local school staff including principal, secretaries, counselors school nurses, and teachers);
- Assist in maintaining clean-up and security schedules; including janitorial and security duties necessary to maintain the cleanliness and safety;
- Work in a team environment and encourage open communication with colleagues and staff;
- Represent HOPE Clinic in addressing patient concerns and issues; document and report all incidents to Director of Operations and Continuous Quality Improvement-Assurance team;
- Implement appropriate emergency procedures in conformity with procedures adopted by emergency service authorities to ensure the safety of the patients and staffs;
- Oversee management and the proper usage of HOPE Clinic supplies, inventories, equipments, and site space; ensure professionalism and respect of HOPE Clinic properties;
- Ensure all supplies, equipments and materials are readily available for day to day operation, schedule biohazard and shredding pick-ups;
- Maintain accurate inventory logs of all supplies and equipments;
- Work cooperatively with Finance team on year-end inventory count;
- Work closely with credentialing team to ensure all on-boarding providers are credentialed with Medicaid, Medicare and Major Insurances in a timely manner;
- Achieve financial and operational objectives;
- Oversee efficiency and effectiveness of schedules;
- Keep consistent records of provider schedules, productivity, patient service counts; communicate changes with all staffs;
- Create formal staff huddle agendas as needed to address operations and quality improvement issues;
- Supervise team to deliver professionalism and quality customer service; measure outcomes through patient satisfaction surveys and feedbacks;
- Supervise front office patient payment collections to make sure daily balance close out are accurate;
- Effectively direct, supervise and evaluate job performance of all direct reports. Supervise all staffs and ensure all are adhering to the appropriate program policies and procedures;
- Coordinate special events, open houses, and a variety of site visits including but not limited to Sponsors and Audit visits;
- Clearly communicate expectations to direct reports and utilize HOPE Clinic tools to evaluate outcomes;
- Immediately document and report all incidents pertinent to the safety and wellbeing of the staffs and patients; follow proper protocols for filing incident reports;
- Maintain accurate documentation of attendance, absences and emergency information on each staff to support HR Department;
- Make sure all staffs, guests, and patients are respectful of clinic policies and property; ensure all policies and guidelines are followed;

- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Proficient in use of computers and software programs including Microsoft Office Suite and Outlook.
- Must be able to utilize the Internet.
- Exceptional customer service skills.
- Strong written and oral communication skills
- Detail oriented and ability to multi-tasks.
- Experience with using basic office equipments.

EDUCATION and/or EXPERIENCE:

Bachelor's Degree in Healthcare Administration or Healthcare Management preferred. (Other acceptable fields include Business Management, Social Work, Program Administration, and Sociology). Minimum 2-5 years of health center management experience required. Verifiable experience working with patients of varied ages required.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staffs, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
Must have reliable transportation and a valid Texas Driver's license.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Occasionally, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically

reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follows rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

CUSTOMER RELATIONSHIPS:

Follows through with customer inquiries, requests and complaints. Forwards difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift 20 lbs.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke free and drug free workplace in compliance with federal guidelines.