

ADP TOTALSOURCE / AIDS FOUNDATION HOUSTON, INC. JOB DESCRIPTION

JOB TITLE: Clinic Manager

Reports to: Director of Clinical Services

Status: Regular/Full Time/Exempt

Department: Prevention Services

Date: 2020 - 2021

SUMMARY: Under the direction of the Director of Clinical Services, the Clinic Manager will be responsible for day-to-day over-sight and administration of AFH Clinic, scheduling off-site and tele-health clinics and oversee support staff inclusive of medical assistant, nurses and site-specific office support staff. The Clinic Manager will develop, implement and evaluate direct customer service functions to ensure the highest level of customer service, quality client-centered care delivery, clinic compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

DUTIES AND TASKS:

- Direct oversight of the day-to-day site clinic operations support staff inclusive of clinic office support staff, exclusive of nurses and medical providers.
- Leads team in resolution of day-to-day operational challenges and seeks feedback from the team on operations for the site.
- Acts as patient advocate and attempts to resolve patient complaints regarding office functions and services provided. Reports incidents needing a higher level of attention to the grievance officer.
- Works in tandem with Director of Clinical Services to develop, implement and evaluate clinic processes to ensure smooth operations and minimize wait times, improve cycle time/patient waiting time. Provides reports to director as needed.
- Works in tandem with Director of Clinical Services to develop, implement and evaluate ongoing training programs for clinic staff to ensure patient safety and standard of care delivery.
- Accountable for managing staff schedules, including medical providers, on a daily basis to ensure optimum scheduling and coverage. Actively participates and supports front desk, billing and clinical teams. Responsible for clinic and referral management of practice as related to patients.
- Oversees the scheduling of tele-health appointments and services and off-site clinics.
- Provides the highest level of service to internal customers at the site including nursing and medical providers. Serves as liaison for medical providers and gathers feedback on how to improve operational efficiencies.
- Works collaboratively with outside vendors as well as internal staff to order medical and office supplies for the site. Responsible for fiscal administration of the practice to include purchasing, inventory management, monthly account reporting, and operation reports.
- Establishes monitoring and auditing practices to assure accuracy of data collection (e.g., 340 compliance). Manages the evaluation process of 340B/PrEP programming in collaboration with DCS, CPO and CMO. Proactively monitors compliance of all staff, including clinicians, to ensure license and certifications as well as other required annual testing is completed prior to expiration and/or deadline.
- Ensures compliance and appropriate utilization of information technology resources to include EPM/EMR and telephonic systems. Exhibits expertise in utilizing EPM/EMR.
- Works collaboratively with Director of Clinical Services to develop programmatic policies and procedures and to implement and evaluate effectiveness of policies, procedures and systems.
- Works with Director of Clinical Services to develop clinical quality improvement projects and monitor outcomes and develops reports as requested.

- Works in close partnership with Director of Clinical Service to promote an affirmative, inclusive and respectful environment for all patients, with a focus on PLWHIV and LGBTQ individuals.
- Works collaboratively with Director of Clinical Services and team to develop plans to optimize patient linkage to and retention in care with individualized health and wellness goals. Oversees the implementation of plans by patient navigator.
- Maintain highest level of patient/client confidentiality; follow HIPAA regulations.
- Performs other necessary duties as required by AFH.

QUALIFICATIONS, KNOWLEDGE, SKILLS REQUIRED:

- A minimum of a Bachelor’s Degree in one of the following areas: nursing, business, public health or social work.
- Proficient with Microsoft office programs and producing reports. Knowledgeable and proficient with computer-based data management programs and information systems, as well as medical records and point-of-interview technology.
- Two-three years of experience working with electronic health records with a strong preference working with E-Clinical Works.
- Sound understanding of all federal and state regulations including HIPAA and OSHA.
- Promotes a culture of customer service and client-center care delivery.
- Bilingual – Spanish/English highly regarded.
- Minimum of two years of work in hospital, practice or business office administration.
- Preferred experience in HIV/STD prevention and care services.

TEAM RELATIONSHIPS:

- Balances team and individual responsibilities; exhibits objectivity and openness to others’ views
- Gives and welcomes feedback.
- Acts respectfully and supportively towards other team members’ efforts.
- Works as a highly cooperative member of the AFH staff and volunteers to accomplish agency and departmental goals.
- Accepts responsibility and willingness to be accountable by not blaming others for work product or issues.

LANGUAGE SKILLS:

Ability to read and write at a professional level: to read, analyze, interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public. Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

REASONING ABILITY:

Ability to prioritize multiple tasks by using reasoning to determine priorities. 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 instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

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 talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.
2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and in person 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

CORE COMPETENCIES:

- **Ethics**- Keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational mission and values.
- **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.
- **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.
- **Innovation**-Displays creativity; meets challenges with resourcefulness; generates suggestions for improving work.

- **Adaptability**-Adapts to changes in the work environment; Manages demands; deal with change, delays, or unexpected events.
- **Quality Management**-Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Interpersonal Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Customer Service**-Manages difficult or emotional customer situations; responds promptly to stakeholder needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication**-Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Problem solving**-Identifies and resolves problems in a timely manner; works well with group problem solving situations; uses reason even when dealing with emotional topics.
- **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Technical skills**-Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Print Name

Signature

Date