

JOB DESCRIPTION – Clinic Practice Manager

Summary: The Clinic Practice Manager is responsible for directing and leading the staffing teams in order to ensure that the highest level of quality patient care is maintained. This includes identification of problems, initiating corrective action and monitoring follow-up. The Clinic Practice Manager recommends establishment or revision of policies and for assisting the RCMS process to meet all regulatory standards. The Clinic Practice Manager works in tandem with the Nursing Supervisor to ensure adequate and competent coverage for patient care. Serves as Operations Manager for all RCMS Clinics.

Reports To: CEO and Medical Director

Location: RCMS - Gualala

Exemption: Exempt

All Redwood Coast Medical Services employees are required to function within RCMS policies and procedures, meet the standards outlined in the employee handbook, and adhere to the code of conduct and the RCMS Mission Statement.

- ***Employees are required to monitor their email and phone voice mail messages daily, and respond to all internal and external communications in an appropriate and timely manner. Regular, reliable attendance is expected. Other duties as assigned or requested.***
- ***RCMS employees are expected to represent RCMS in a professional, positive manner to the community at large, and are encouraged to participate in RCMS fundraising events.***

ESSENTIAL DUTIES

Administrative Responsibilities

- Be responsible for the day-to-day coordination and supervision of RCMS health care support staff employed in the Gualala clinic primarily, but oversight of all RCMS clinic operations.
- Review, approve duties and responsibilities and supervise all health care support staff.
- Maintain a positive, supportive environment conducive to attaining high staff morale and job satisfaction.
- Update all Administrative, Compliance and HIPAA Policies and Procedures.
- Oversee materials management, ordering medications and other materials needed for the smooth operation of the clinics.
- Annually evaluate the performance of all health center support staff. Establish written performance goals and measurable objectives and monitor accordingly.
- Develop, implement and monitor adherence to written protocols/policies and procedures pertaining to clinic operations in compliance with regulatory agencies.
- Coordinate continuing education and in-service training activities of the health center staff. Ensure that clinical staff complete all clinical competencies for all scopes of practice and all Health Stream modules annually.
- Act as compliance officer for RCMS for HRSA/FTCA/HIPAA/PCMH regulatory standards and adherence.

- Provide a supportive work environment, necessary resources and support staff for all medical providers to enable them to practice medicine at an optimal level.
- Ensure all shifts are adequately staffed with competent individuals.
- Work in tandem to guarantee that all practice operations runs smoothly.

OTHER ASSIGNED DUTIES

- Keep abreast of all regulations and standards to ensure compliance with orders or directives issued by government/regulatory agencies.
- Enhance professional growth and development through participation in educational programs, current literature, in-service meetings and workshops.
- Attend provider and staff meetings as required and participate on committees as directed.
- Collaborate with all health center staff to adhere to the patient medical home model of care.

QUALIFICATION REQUIREMENTS

- Degree in healthcare administration or public health and/or at least three years of prior experience in practice management, MA in healthcare administration or public health is a plus
- Excellent ability to lead and develop personnel
- Current CPR required
- Must demonstrate leadership skills and creativity in problem solving
- A valid California Driver's License

PHYSICAL REQUIREMENTS

- Prolonged periods sitting at a desk and working on a computer.
- Prolonged periods standing.
- Must be able to lift 15 pounds at times.

Americans With Disabilities Act Statement: External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

I accept and can perform the essential functions of this job, with or without reasonable accommodations.

Signed

Date