



**Today's Date:** May 8, 2018

**Job Listing:** Clinic Manager-Appanoose County Clinic. Centerville, Iowa

**Summary:** Directs, manages, and coordinates the day-to-day routine operational and administrative functions and activities of the Clinic to include: supervising all clinic non-provider staff, monitoring delivery of patient care services to include billing and collecting procedures, responding to patient complaints, serving as liaison with patients, visitors, vendors, businesses, other healthcare providers, students and academic institutions, and Administration.

**DUTIES AND RESPONSIBILITIES:**

1. Clinic Management:
  - A. Performs administrative functions directly impacting daily clinical operation.
  - B. Participates in the development of long and short range clinic goals.
  - C. Coordinates and implements new treatment programs.
  
2. Clinic Personnel Management/Supervision/Training:
  - A. Provide day-to-day supervision of clinic staff activity.
  - B. Monitor and document clinic personnel performance.
  - C. Develop personnel work schedules to ensure timely, accurate completion of assignments and adequate staffing coverage.
  - D. Schedule/approve clinic personnel leave.
  - E. Approve continuing education for supervised staff.
  - F. Conduct and document in-service training as needed.
  - G. Conduct new employee orientation as needed.
  - H. Schedule and conduct regular Clinic staff meetings.
  - I. Advise Administration in personnel matters relating to staff, including:
    - a. Clinic staffing plan
    - b. Recruiting and hiring
    - c. Corrective actions and terminations
    - d. Employee incentives and motivation efforts

3. Budgeting Activities:
  - A. Assists Senior Management Team in planning and monitoring budget activities.
  - B. Monitors and evaluates contracts and grant programs.
  - C. Recommends necessary clinic equipment purchases.
  - D. Tracks/monitors clinic revenues, expenses, and services.
  - E. Review clinic staff time accuracy for payroll.
  
4. Confidentiality:
  - A. Maintains the confidentiality, security and physical safety of the medical record in accordance with HIPAA regulations and clinic P&P.
  - B. Maintains confidential personnel records and discussions in accordance with clinic P&P.
  
5. Customer Service and Patient Follow-up:
  - A. Provide periodic review of clinic-management functions, including efficient patient reception and registration, patient appointments, telephone triage, patient flow, ancillary services, patient referrals, and follow-up on missed appointments.
  - B. Adheres to and promotes excellent customer service by interacting in a friendly, professional manner with a wide range of patients, visitors, clinic personnel, physicians, and others.
  - C. Consistently demonstrates a caring and helpful attitude when interacting with patients, visitors, students, vendors, and fellow employees.
  - D. Monitors and responds to patient complaints and forwards relevant patient complaints to Administration as needed.
  
6. Quality Assurance, Performance Improvement Program and Continuous Quality Improvement Program
  - A. Assists the Senior Management Team in designing and maintaining the clinic's QA Program, Performance Improvement Program and the Continuous Quality Improvement Program.
  
7. Purchasing and Inventory Control
  - A. Purchase clinic medical supplies, medications, and equipment.
  - B. Maintain monthly medical inventory, storage areas, and emergency supplies.
  - C. Monitor medication and supply outdates to prevent waste and spoilage.
  - D. Monitors and schedules routine equipment servicing and preventive maintenance and schedules servicing and repairs when needed.
  - E. Meets with vendors and assess new products or changes to clinic systems as needed.

## 8. Liaison Responsibilities

- A. Function as the clinic liaison with patients, visitors, vendors, businesses, healthcare providers, students and academic institutions, Senior Management Team, and Administration as needed.
- B. Communicate overall RHCHC goals and objectives to all staff.
- C. Represent RHCHC at community events and functions as appropriate.

## 9. Other:

- A. Provides periodic verbal and written reports regarding clinic operations as needed.
- B. Participates in meetings as needed and serves as meeting chairman as needed.
- C. Conducts ongoing development and review of clinic policies and procedures.
- D. Follows, and ensures that clinic personnel follow, all established policies and procedures.
- E. Promotes a healthy workplace
- F. Assures compliance with all federal, state and local regulations, accrediting agencies and codes.
- G. Maintains a working knowledge of the computer system.
- H. Demonstrates the ability to establish and maintain effective working relationships with others.
- I. Markets clinic services as necessary.
- J. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.
- K. Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS:**

Bachelor's degree in Administration or Health related field and/or five years of job related experience, including one year of supervisory experience.

### **Knowledge Skills and Abilities:**

1. Have knowledge of budgets and budget process including mathematical and accounting skills, and ability to make sound financial decisions.
2. Knowledge of CPT/ICD-10 coding procedures and be familiar with Medicaid, Medicare, and commercial insurance billing procedures.
3. Ability to proceed on own initiative using independent judgment and discretion.
4. Possess excellent verbal and written communication skills, leadership and organizational skills, and interpersonal and time management skills.

5. Knowledge of computer technology, including word processing, spreadsheet, database, and graphics software in order to prepare publications, reports, and business correspondence.
6. Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.
7. Possess knowledge of specialized terminology including medical and legal terms.
8. Working knowledge of medical records management and clinic and physician/patient protocols.
9. Must possess excellent customer service skills.

**Hours:** Generally Monday through Friday 8:00 a.m. to 5:00 p.m. Alternate flexible schedule negotiable and additional hours as required to meet the clinic needs.

**Supervisor:** CFO/COO

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.