**Reports To:** Chief Operating Officer

**Primary Accountability:** Provides Nursing and Medical Assistant practice oversight and expertise to the organization. Provides administrative oversight of medical support team, customer care representatives, and referral department.

**Primary Duties & Responsibilities:**

1. Oversees developmental opportunities for medical support staff. Develops and implements continuing education programs to meet identified needs.
2. Mentors, teaches, and motivates teams and individuals in new and existing processes.
3. Develops and communicates vision for care delivery models and facilitate ongoing refinement of such models.
4. Develops and implements communication protocols to ensure adequate information flow within areas of responsibility.
5. Consistently holds team members accountable to improve patient outcomes.
6. Maintains interface with Medical Director to coordinate clinical operational activities to ensure adequate staffing and efficient workflow.
7. In collaboration with others in administrative leadership, develops operational plans for clinical areas. Communicates and continuously evaluates plans.
8. Develops, plans and implements policies and procedures to support nursing and patient care services.
9. Ensures compliance with local, state and federal laws and regulations governing all licensed medical support staff and medical business operations.
10. Develops and manages Care Management program.
11. Oversees the Immunization Program and assures that it meets state requirements.
12. Ensures safe environment of care for all staff, patients, and families.
13. Acts as a patient and staff advocate.
14. Ensures that patients have access to the providers and medical support in a timely manner.
15. Assures optimal patient referral process for specialty care.
16. Maintains adherence to NCQA Patient Centered Medical Home standards to ensure continued level 3 recognition. Maintains current knowledge of all standards. Ensures procedures support standards and revises procedures and workflows as standards change. Ensures staff understands and follows PCMH established procedures.
17. Human Resources duties and responsibilities:
    1. Participates in the development of recruitment and retention strategies.
    2. Effectively supervises employees.
    3. Participates in interviewing and candidate selection process.
    4. Develops and coordinates new employee orientation and on boarding program within the department.
    5. Creates and tracks training program within the department.
    6. Maintains documentation and follows corrective action process.
    7. Completes performance appraisal process per established policies.
18. Strategic Planning duties and responsibilities:
    1. Develops and maintains departmental scorecard.
    2. Continually strives to meet strategic goals.
    3. Communicates strategic imperatives to staff regularly at staff meetings.
19. Budgeting duties and responsibilities:
    1. Develops annual operating budget.
    2. Effectively manages expenses for the department.
    3. Effectively manages staffing to budgeted FTEs.
20. Leadership duties and responsibilities:
    1. Actively participates in Leadership Forum.
    2. Assures staff is aware of strategic imperatives, organization goals, mission, vision, and current projects.
    3. Active participant in community.
    4. Communicates effectively with patients and all levels of the organization in a professional and timely manner.
    5. Develops and maintains policies and procedures as appropriate to role.
    6. Seeks out educational opportunities, stays current with trends, and implements appropriate changes within area of responsibility.
21. Quality Improvement duties and responsibilities:
    1. Utilizes the Plan, Do, Check, Act (PDCA) cycle.
    2. Reviews, investigates and responds to complaints within the allowed time frame.
    3. Reviews, investigates and responds to unusual events within the allowed time frame.

**General Development:**

1. Requires more advanced organizational skills in order to organize projects or the work of others.
2. Job duties require the ability to work independently and as part of a team.
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
4. Employees are expected to determine an effective response to situations encountered within established precedent.
5. Work requires consideration of the way the work affects other employees outside the department or functional area.
6. Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others.
7. This position requires the exercise of management authority over other employees including nurses, medical assistants, and Utilization Review Coordinator.

**Professional & Technical Knowledge:** Possesses advanced level general skills, including written and verbal communications skills, computational and computer skills, and mathematical knowledge frequently acquired through completion of a Bachelor’s Degree program.

**Licenses and Certifications:** Must be able to obtain Registered Nurse licensure with the State of X.

**Technical Skills:**

1. Ability to prepare more complex documents in Microsoft Word, including creating tables, charts, graphs, and other elements.
2. Ability to use Microsoft Excel to analyze data, including the use of formulas, functions, lookup tables, and other standard spreadsheet elements.
3. Ability to create basic presentations in Microsoft PowerPoint.
4. Fully functional in use of the Outlook program.
5. Knowledge of the EMR program at a level to train others.
6. Ability to access and complete data entry in Kronos.
7. Ability to access data in MIP.
8. Fully functional in use of the Centricity (CTI) program.

**Communication Skills:**

1. Job duties require the employee to effectively communicate complex and/or technical information to co-workers and others.
2. Employees are responsible for the resolution of conflicts that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities, or governmental authorities.
3. Job duties require the compilation and analysis of information prepared in effective written form, including correspondence, reports, articles, or other documentation.
4. Job duties require preparation and execution of presentations to large groups.

**Work Environment:** Work is performed in an office environment.

**Additional Job Requirements:** Must have reliable transportation and provide documentation of auto insurance and valid driver’s license as required.

**Blood/Fluid Exposure Risk:** Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

**Typical Physical Demands:**

* Sitting for long periods of time
* Occasional lifting up to 20 pounds
* Frequent bending, walking, reaching and kneeling
* Good eyesight and vision for close work/computer screens
* Ability to communicate in person and on the phone
* Frequent use of the keyboard requiring manual dexterity
* Frequent writing requiring manual dexterity

**Comments:** This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.