**Department:** Administration

**Reports to:** Deputy Chief Operating Officer (Deputy COO)

**Job Summary:** The Primary Care Clinic Manager (PCCM) is responsible to provide a stable working environment and meet the site’s Key Performance Metrics (KPMs) as identified by the organization, particularly around quality, access, patient and staff satisfaction.

This position builds and sustains a collaborative site leadership team to achieve Key Performance Metrics (clinical, access, patient satisfaction, staff satisfaction, financial measures) and other organizational objectives. Final decision making regarding changes that need to be made to meet those KPM’s rests with the Primary Care Clinic Manager.

The PCCM provides senior leadership at the site and manages all aspects of the site’s health care delivery system, excluding direct patient care and clinical protocols and oversight, which is managed by the site Lead Clinician and site Clinical Program Manager (CPM).

The PCCM is responsible for the supervision of all primary care clinic administrative operations to ensure that the site operates effectively, efficiently and consistent with the [CHC] model of care delivery, focusing on [CHC]’s mission, vision and values.

The PCCM has an expectation to be in the clinic and visible 90% of the time. This requirement to be available to the staff is balanced against the need to coordinate with the local community. The PCCM will work with medical leadership team to determine with which external community resources and organizations we need to partner to better serve the needs of our patients. The PCCM works with the Executive Team to ensure alignment with [CHC]’s strategic plan and programmatic activities.

**Essential Duties and Responsibilities:**

* Provide senior level leadership at the site.
  + With the executive team, develop agency-wide and site specific goals and objectives designed to meet [CHC]’s mission and vision.
  + Lead the site leadership team and site staff to meet organizational goals.
  + Assure safe and well maintained facilities.
  + Form an effective partnership with the Lead Clinician and CPM, to assure the delivery of high quality primary and preventative health care services.
* Work collaboratively with the site leadership team to achieve Key Performance Metrics (clinical, access, patient satisfaction and financial measures, etc.) and other organizational objectives.
* Supervise the site’s team supervisors and provide coaching, mentoring and other support to those individuals so they are competent in their role. Perform timely performance evaluations of team supervisors.
* Role model appropriate [CHC]’s behavioral competencies
* Provide day-to-day leadership, direct supervision and coaching of other clinic staff such as the Front Office Supervisor, the Community Health Worker and the OHP eligibility worker and others.
* Assist the Deputy COO in the development of policies and procedures related to operational systems, and assure that staff receives adequate training to implement these policies and procedures.
* Assure that the administrative requirements of Finance, IT and HR are met at the site.
* Oversee and assure HIPAA, CLIA, OSHA, Safety, and other regulatory requirements are met at the sites.
* Maintain [CHC]’s model for care delivery. Ensure site operations are consistent with the model and with those at other sites, follow proper channels to recommend system-wide changes, or justify why site should operate differently.
* At sites with Pharmacy, work with the Pharmacy Manager to oversee pharmacy operations and delivery systems.
* At sites with Dental, work with the Dental Manager to oversee dental operation and delivery of services with special emphasis on referral between medical and dental services.
* In collaboration with HR and site management staff, actively participate and assist in managing all hiring, orientation, and training of staff for the site. Collaborate with recruiter and medical director in provider hiring.
* Ensure that staff are trained on and follow the principles of Advanced Access Scheduling.
* Partner with the Lead Clinician and Clinical Programs Manager to ensure well-functioning chronic disease outreach and in reach systems are in place.
* Ensure that clinic access is adequate to meet patient needs and budgetary requirements
* Maintain high customer service standards.
* Assure scheduling assistance is provided to schedule appropriate observation for privileging.
* Assist HR in holding supervisors’ accountable for timely completion of their human resource duties (i.e. performance appraisals, competency assessments, time keeping approvals and payroll documentation, staff core training completed, credentialing and privileging paperwork)
* Maintain a safe work environment:
  + Implement, review and actively enforce the clinic’s safety policies.
  + Support the safety program by actively looking for opportunities to improve safety practices and evaluate staff for safety practices and ergonomic issues.
  + Hold staff accountable to clinic’s safety policies.
* Assure site has a well-functioning group visit program.
* Assure site has a good referral system for OHP and patient have no gaps in care.
* Assure that CHW are working closely with teams to provide outreach and health education to our patient’s population.
* Work with the Deputy COO to determine with which area agencies (shelters, housing, mental health, hospital, etc.) to develop and maintain partnerships and strategies for patient community support network systems and how much staff time will be given to these activities.
* Monitor access to electronic medical records to assure complete and confidential record keeping and compliance with HIPAA and Quality Assurance standards of the Center. Maintain employee confidentiality with the same degree of care.
* Keep site operations functioning smoothly including proper functioning of telephones, computer systems, and building facilities.
* Monitor patient scheduling to ensure appropriate access for patient care.
* Conduct timely evaluations of staff.
* Maintain appropriate staffing for services offered, and make hiring recommendations to Deputy COO.
* Confer with HR and union contract on all direct staff disciplinary actions.
* Working with the medical services leadership team, prepare the site’s annual budget and achieve budgetary goals and objectives.
* Interface with outside support services as appropriate including janitorial, security, maintenance, etc. This will be mostly through working with central purchasing, facilities, and the Deputy COO.
* Advocate for patients, investigate complaints, and bring problems to Center’s administrative attention.
* Develop and maintain effective communication channels with staff and administration.
* Participate in QI/QA activities.
* Assist in planning and coordinating all medical services leadership team –approved special projects and events that are a part of the site’s program.
* Assure that all pertinent and necessary patient and medical information is collected and maintained for grant administration documentation.
* Other duties and responsibilities as assigned.

**HIPAA Requirements:** The PCCM has access to PHI in order to create and maintain an accurate and up to date medical record, applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The PCCM is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure).

**Knowledge, Skills and Abilities:**

* Ability to self-manage and effectively manage workload
* Ability to flourish in a team management system
* Strong computer skills
* Strong leadership and coaching skills
* Experience with project management helpful
* Ability to work in a timely, accurate and detail oriented manner
* Demonstrated effective written and verbal communication and interpersonal skills
* Effective organizational, time management and delegation skills
* Ability to embrace change and innovation when appropriate
* Bilingual in Spanish/English preferred

**Education and Experience:**

* Bachelor’s Degree from an accredited school in medical administration or a related field required
* Five years of management experience required with at least three years’ experience in a medical environment including supervisory experience
* Experience leading a management team preferred
* Direct patient management experience preferred

**Physical Requirements:**

* Standing – 10%
* Walking – 10%
* Lifting/Carrying -10%
* Sitting – 70%

**Working Environment/Physical Hazards:**

* Potential exposure to blood borne pathogens.
* Potential exposure to hazardous chemicals.
* Working environment – In an office setting and, frequently out in the field and in all departments. Work environment varies.
* Physical effort – Mobility to visit all work sites. Visual acuity to observe health and safety concerns.

**Immunization:** Staff member must meet immunizations requirements as stated in [CHC]’s immunization policy.