

Northwest Colorado Health
CHC Integrated Practice Manager

General Statement of Duties:

The practice manager is responsible for the overall management of daily behavioral health, dental, and medical operations at a specific clinical site. This includes the hiring and supervision of personnel, practice management, patient relations, process improvement and quality improvement. Other organizational responsibilities such as representation on various committees or special projects may be assigned as needed.

Supervision Received:

Reports to the Director of the Community Health Center

Supervision Exercised:

Directly supervises Medical and/or Dental Assistant Lead, Behavioral Health Assistants, Patient Care Representatives, and other designated employees.

Essential Functions:

1. Manages the day-to-day operations of the clinic/practice.
 - Evaluates service needs and volumes and adjusts staffing levels accordingly.
 - Ensures smooth operations of the clinic
 - Responsible for problem solving to address issues relating to patient safety, care and service.
 - Ensures compliance with applicable regulatory guidelines and established agency and departmental objectives, quality assurance program, safety and infection control standards.
 - Works with other agency programs to encourage the delivery of comprehensive and integrated patient services.
2. Supervises, trains, develops, evaluates, and when necessary, counsels and/or discharges support staff in designated areas of responsibility in collaboration with Human Resources.
 - Conducts employee coaching, disciplinary actions, and semiannual evaluations.
 - Monitors staff adherence to agency and departmental policies and procedures.
 - Mentor and lead by example.
 - Monitors workload of staff under supervision, coordinating resources to optimize operational efficiencies and patient satisfaction.
3. Partners with supervisor to identify and drive quality and performance improvement initiatives, as well as implementation of new initiatives and programs. As delegated, lead special projects or manage portions of ongoing programs.

4. Adhere to all funding requirements to ensure the clinic receives incentive dollars and is not penalized.
5. Demonstrates the ability to interact professionally and effectively with all providers, staff, other departments, the community and leadership. This includes written and verbal communication.

Education:

High School Diploma or equivalent required. Bachelor's degree in business, health, medical office management, or related field preferred.

Experience:

Project and personnel management experience required, three years preferred. Clinical experience in health care setting preferred. Ability to develop and implement programs, including ongoing evaluation of program effectiveness and ability to provide written reports including results preferred.

Requirements:

1. If car is used, must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification
3. Current immunization history, after job offer and before starting job.
4. Initial TB testing upon hire and/or documentation of TB test within the last year.

Abilities:

1. Ability to communicate effectively, both verbally and in writing.
2. Ability to develop and implement programs, including ongoing evaluation of program effectiveness and ability to provide written reports including results.
3. Ability to work independently, and also contribute as a member of a team, including commitment to effective team functioning oriented toward achieving measurable results.
4. Supervisory skills.
5. General office skills.

Knowledge:

1. Knowledge of public health programs and health center operations.
2. Thorough understanding of health care environment.
Knowledgeable and skilled in community education, public relations, fund development, grant/proposal writing, and communication principles and practices.

Equipment:

1. Daily use of telephone, copier, and other office equipment.

Working Conditions:

1. Position is in a well lit, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.

2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

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.

I, _____ acknowledge that on this date,
(Print Name)

I have received the following job description for my present position.

Signature of Employee: _____

Date: _____