

Northwest Colorado Health

Clinic Manager

General Statement of Duties: Is responsible for providing leadership and management of clinical operations at the Community Health Center clinics. Acts as first-line supervisor for Medical Assistants. Works collaboratively with clinic medical staff and with system wide leadership team as needed.

Supervision Received: Reports to Health Center Director.

Supervision Exercised: Supervises specified Medical Assistants and paraprofessional staff as directed.

Essential functions:

1. Provides leadership, direction and coordination for general clinic operation. Organizes work processes to promote efficient flow.
 - a. Monitors workload of staff under supervision, coordinating resources to optimize operational efficiencies and patient satisfaction. Maintains a professional demeanor and customer service orientation to clients, peers, and providers.
 - b. Works with other agency programs to encourage the delivery of comprehensive and integrated patient services.
 - c. Assures proper documentation in the electronic health record by the medical assistants and uses reports from the electronic health records to assist in managing documentation and workflow needs of the clinic.
 - d. Provides medical functions per clinical guidelines including Triage and Nurse Advice, nurse visits with treatment protocols, medication titration and protocols.
 - e. Co visits with providers as directed by medical director.
2. Provides supervision and leadership.
 - a. Acts as first line supervisor for the Medical Assistants, develops work schedules assuring appropriate coverage and day to day functions for clinic operations, approves time-off requests and performs competency and annual performance evaluation.
 - b. Ensures initial and ongoing training of medical assistants including developing and delivering an orientation program, maintaining an MA protocol manual; and conducting annual competency training and testing. Provides support and coaching for Medical Assistants as needed.

Ability to effectively perform the tasks and procedures required of a Medical Assistant in a primary care clinic setting and assist with those tasks when necessary.
3. Leads and maintains programs and projects within the clinic. Assist with the implementation of performance improvement activities and with the development of policies and procedures. Will be an integral part of Team Based Care, Patient Centered Medical Home and other clinic initiatives.

- a. Primary coordinator for VFC and 317, including acting as emergency contact for temperature excursions, completing ordering and inventory, and monitoring program for compliance.
- b. Develops new projects or workflows as necessary within the clinic. Ability to implement workflows, manage project over time to meet deliverables, and create effective change.
- c. Evaluate and implement changes to improve workflows within clinic. Ability to understand process from multiple perspectives and make changes that meet the needs of patients and clinic.

Education: Bachelor's Degree in Nursing or equivalent combination of degree

Requirements:

1. Active Colorado RN license.
2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
3. Current CPR certification according to agency policy.
4. Proven Competency in the Performance of Point of Care tests.

Skills:

1. Psychomotor skills to provide nursing care, including daily and repetitive pinching, grasping, and manipulating (i.e. wound care, flushing I.V. lines).
2. Daily standing, squatting, walking, bending, and maneuvering in private homes which are not barrier-free.
3. Heavy lifting (>50 pounds) to transfer or turn an adult, with or without assistive devices; and lifting requirement of 25 pounds (to pick up nursing bag from floor and place shoulder strap on shoulder), approximately twice per patient.

Knowledge:

1. Thorough knowledge of nursing theory and practice.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.

Abilities:

1. Can read and interpret physicians' orders and notes from other caregivers, as well as respond to them, verbally and in writing.
2. Has ability to calculate drug dosages, mix insulin, measure intake/output, program I.V. pump, etc.
3. Ability to serve as a role model in orienting and working with inexperienced nurses or other staff members.
4. Ability to communicate effectively, verbally and in writing.
5. Ability to motivate and train employees.
6. Ability to establish and maintain working relationships with professional and paraprofessional medical personnel; patients: relatives and friends of patients; and the general public.

Equipment:

1. Equipment to be utilized may include wheelchairs, ventilators, pulse oximetry units, oxygen tanks, etc. Daily, per-patient use of oral thermometer, sphygmomanometer, syringes, etc. and making home visits in all weather conditions.
2. Daily use of telephone, computer, copier and other office equipment.

Working Conditions:

1. Work environment is highly variable, as care is performed in clinics, non-medical facilities, public buildings and private homes. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
3. This position meets the criteria for Category 1 of OSHA's guidelines for exposure to biohazards.

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

Signature of Employee: _____

Date: _____