



Virginia Garcia Memorial  
**HEALTH CENTER**

**Job Description**

<b>Job Title:</b>	Clinic Manager (410)
<b>FLSA:</b>	Salaried ("Exempt from Overtime pay)
<b>Base Salary:</b>	DOE
<b>Department:</b>	Administration (081)
<b>Reports to:</b>	Chief Operating Officer

*The Virginia Garcia Memorial Health Center's mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.*

**Job Summary:** The Clinic Manager is responsible for the supervision of all primary care clinic operations such that the effective delivery of high quality health care is ensured. Develop and coordinate community related activities and relationships with the social service agencies and other health service providers in the clinic site community. Work with the management team of the Center to coordinate programmatic activities of the Center. Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**Essential Duties and Responsibilities:**

- Provide on-site hands-on supervision and coaching of clerical staff, including front office, patient records, and other support staff.
- Monitor 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.
- Assure ongoing training for nursing and clerical staff.
- Conduct timely evaluations of staff.
- Maintain appropriate staffing for services offered, and make hiring recommendations to COO.
- Confer with Director of HR and union contract on all employee disciplinary actions.
- Interface with outside support services such as laboratory, pharmaceutical supply, health department, etc.
- Advocate for patients, investigate complaints, and bring problems to Center's administrative attention.
- Maintain the Center's site in compliance with, and provide documentation of such, all-applicable regulations.

- Keep site operations functioning smoothly: This includes proper functioning of medical and laboratory equipment, telephones, and computer systems. Patient and information flow, and scheduling issues require frequent monitoring. Systems for tracking patients must be in place.
- Develop and maintain effective communication channels with staff and administration.
- Create and implement site-specific policies and procedures as needed.
- Participate in QI/QA activities.
- Identify local health and social service resources for clinic patients and support patients in accessing those resources.
- Consult, refer, and collaborate with other disciplines involved in the delivery of patient care, including back up for the Center's providers.
- Assist in planning and coordinating all 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.
- Understand the mission of the Center and how clinic programs fit into the mission and overall strategic plan.
- Function as part of the Center's management team: Attend management team meetings and actively participate in the decision making process.
- Provide assistance in preparing annual budget.
- Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

#### **HIPAA Requirements:**

The Clinic Manager 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 Clinic Manager 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 work in a timely, accurate and detail oriented manner.
- Must be organized.
- Demonstrated effective written communication, verbal communication and interpersonal skills.
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- Effective time management and logical decision-making skills.
- Ability to work in a timely, accurate and detail oriented manner.
- Ability to embrace change and innovation when appropriate.

**Education and Experience required:**

- Prior experience in a health care setting.
- Bachelor's Degree level in administration desirable.
- Previous experience in administration and supervisory experience desirable.
- Direct patient management experience desirable.
- Bilingual in Spanish/English, preferred.

**Behavioral Competencies:*****Accountability***

- *Role model VG's mission, vision, and shared values*

***Customer-Focus***

- *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

***Teamwork***

- *If someone needs help, help them*

***Initiative***

- *Be innovative, apply fresh ideas, and continuously improve how you do your work*

***Confidentiality***

- *Maintain strict confidentiality and respect the privacy of others*

***Ethical***

- *Demonstrate integrity, honesty, and stewardship in all encounters at work*

***Respect***

- *Demonstrate consideration and appreciation for co-workers and patients*

***Communication***

- *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

**Physical Requirements:**

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

**Working Environment/Physical Hazards**

- Exposure to blood borne pathogens.
- Exposure to potentially 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 VGMHC's immunization policy.

*Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC's Mission.*

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_ **Review Date:** \_\_\_\_\_

**Workplace site (circle one)**

**VG Home Location:** VG Administration

VG Beaverton

VG Cornelius

VG Dental – Hillsboro, Cornelius, McMinnville

VG Forest Grove

VG Foundation

VG Hillsboro

VG McMinnville

VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville

VG Tigard