



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	HEALTH CENTER MANAGER
REPORTS TO:	REGIONAL DIRECTOR
POSITIONS SUPERVISED:	FRONT OFFICE STAFF, BACK OFFICE STAFF
CLASS:	REGULAR
CAT:	FULL-TIME EXEMPT

BASIC FUNCTIONS:

The Health Center Manager is the lead administrative person on-site and serves as the patient flow coordinator for the clinic. The Health Center Manager is also responsible for managing the daily operations of the clinic including supervision of the Front and Back office staff. This individual ensures productivity targets are met in accordance with the annual budget; operations meet VHT policies and procedures; and works closely with other members of the management team to ensure compliance with applicable rules and regulations.

DUTIES AND RESPONSIBILITIES:

1. Open facility on time and ensure you have staffs who are also knowledgeable of opening procedures.
2. Ensure closing procedures are established and followed; assign a staff member to ensure building is vacated by all patients and employees before setting alarm, locking door, etc.
3. Responsible for setting up monthly provider clinic schedules and setting up monthly after hour's on-call schedule.
4. Responsible for scheduling Front and Back office staff in accordance with clinic operations.
5. Responsible for direction, development, coaching, supervision and evaluation of the Front and Back office staff.
6. In charge of training new Front and Back office staff and providing continuous training as needed.
7. Accountable for ensuring customer service issues and correction of identified service issues.
8. Responsible for daily monitoring of provider productivity and taking necessary action to meet productivity targets, including continuous assessment of patient flow and proactive patient contact for appointments by various methods of communication.
9. Ensure systems are in place to comply with established VHT policies and procedures; State, Federal and Local regulations; Title 22; Joint Commission accreditation standards; Insurance & HMO plans; and Federal 330 grant rules and regulations.
10. Serve as the site lead and liaison for audits under the direction of the Regional Director.
11. Assist the CEO, COO and CMO in the development, review and updates of policy and procedure manuals on an annual basis or as necessary.
12. Act as a contact at meetings and/or functions for the health center as directed.
13. Responsible for ensuring current facility licensures and permits required to provide healthcare services in California are posted.
14. Responsible for continuous assessment of facility, identify safety issues and potential hazards along with taking appropriate corrective action.
15. On a temporary basis, may be required to work at any satellite facility.
16. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
17. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
18. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
19. Practice CICARE phone etiquette during all phone interactions.
20. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.

21. Respect privacy and dignity of our patients, family members, visitors and co-workers.
22. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
23. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
24. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
25. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
26. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Business, Healthcare or related field, minimum five (5) years in related experience or training or equivalent combination of education and experience
2. Minimum two (2) years' experience in supervisory or administrative capacity
3. Minimum two (2) years' experience in clinical setting
4. Current Basic Life Support Card
5. Highly motivated and creative individual with lots of energy
6. Strong customer service skills (preferably within a service industry) and maintain an effective and positive working relationship with staff and customers
7. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
8. Ability to communicate to patients in a pleasant manner and show professionalism at all times
9. Be self-motivated, independent and have the ability to prioritize work and meet deadlines
10. Must be computer literate and have working knowledge of computerized accounting and MS Office Suite (e.g. Word, Excel, etc.)
11. Modern office practices and procedures (including email)
12. Must have excellent attention to detail
13. Fluent conversational English/Spanish preferred
14. Ability to be flexible with work schedule and available to work at all site locations
15. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
16. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date