



## **Job description**

### **SUMMARY OF POSITION:**

#### **MUST HAVE OPERATIONS MANAGEMENT EXPERIENCE IN FQHC or NOT FOR PROFIT ORGANIZATION TO BE CONSIDERED.**

The Multi Clinic Operations Manager (COM) manages or assists in managing one or more facilities providing ambulatory care services. Ensures staff provides high quality, cost-effective, accessible and patient centered care across all aspects of the continuum, which comply with state, federal and local requirements. The COM is responsible for developing and maintaining fiscal budgets and encouraging staff development on an on-going basis.

#### **ESSENTIAL JOB FUNCTIONS:**

- Manages the daily operations of ambulatory care services throughout the continuum.
- Ensures staff provides the highest quality of care and are in compliance with Primary Care Medical Home (PCMH), state, federal and local requirements.
- Collaborates with the Medical Director, Clinical Nurse Manager (CNM) and other health care providers in establishing, implementing and maintaining quality patient care, to improve quality metric standards and to meet the external client expectations.
- Collaborates with the Medical Director and CNM in developing/implementing the level of patient services and the day-to-day operations of the department.
- Acts as patient advocate resolving patient care issues.
- Demonstrates strong interpersonal communication skills.
- Develops and monitors budgets and resource allocations.
- Provides on-going staff development.
- Provides staff feedback on an on-going basis. Performs annual evaluations to all direct reporting staff.
- Develops implements and monitors departmental policies and procedures which support the organization's goals.
- Manages and resolves human resource, employee and department safety, and risk management issues.
- Determines the appropriate staff mix for staffing purposes.

- Develops processes to screen, interview, hire, train, and maintain the competency of all department staff.
- Provides coaching/counseling sessions as appropriate.
- Develop and maintain effective procedures, and working relationships with other departments in the organization, regulators, and external customers.
- Ensures staff and patient confidentiality is maintained.
- Direct supervision of a department involving responsibility for results in terms of costs, methods and personnel. Responsible for carrying out supervisory/managerial responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing and hiring of employees; planning, assigning, scheduling, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Performs other job duties as required by manager/supervisor.

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**QUALIFICATIONS:**

- Bachelor's degree in Administration or Health related field with five years of job related experience. Healthcare experience is preferred.
- Must have excellent interpersonal skills and the ability to handle difficult people and difficult situations.
- Experience in staff development and excellent written and oral skills are required.
- Must be accountable to handle money and balance finances.
- Ability to provide excellent customer service and assist in the resolution of disputes.
- At least 2 years managerial experience.
- Current documentation of Basic Life Support is required.

**LANGUAGE:**

- Must be able to fluently speak, read and write English.
- Bi-lingual preferred.
- Fluent in other languages are an asset.

**STATUS:**

- This is an FLSA exempt position.
- This is an OSHA high-risk position.

CCIHS is proud to be an Equal Opportunity Employer welcoming diversity in our workforce.