

 Oroville Hospital	<b>Job Description for Assistant Clinic Manager</b>	Department:	<b>Clinic Management</b>
		Dept.#:	<b>7070</b>
		Last Updated:	<b>10/18/13</b>

### **Reports To**

Clinic Manager

### **Job Summary**

The Assistant Manager has responsibility for the supervision and daily operations of the Corporate Sponsored Practices. This includes hiring, evaluating, counseling and termination of non-licensed personnel. Provides ongoing Quality Improvement monitors and ensures safe patient care to the clinic patients of all ages that present to the clinic, and ensures office staff is competent to perform patient care. The Office Manager directs staff in following established policies and procedures for registration of patients and coordinates patient flow between front and back office personnel, functions as a liaison for the medical staff and Clinic Director.

### **Duties**

- Ensures smooth daily operations and steady progress towards established goals
  - Interpret updated policies and procedures to staff
  - Establishes adequate staff to ensure timely patient visits
  - Establishes and maintains open and effective communication with all members of the staff
  - Posts work schedule for clinics
  - Reviews and authorizes time cards
  - Authorizes time-off requests
  - Ensures established inventory standards for all supplies and equipment
  - Problem solves effectively
  - Maintains a safe patient and work environment
  - Responds to and handles patient complaints
- Assist Clinic Manager in selecting, promoting and terminating staff within the guidelines of the hospital policies
- Financial Accountability
  - Plan and operate within the approved budget
  - Adjust staffing levels according to policy and standards
  - Provide justification for budget variances

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- Supply and capital budget are met or explained
- Creates, initiates and evaluates improvements to better utilize personnel and resources
- Participates actively in overall hospital cost management programs
- Maintains Organizational Relationships
  - Identifies problems and communicates solutions to appropriate personnel and departments
    - On-going communications with Clinic Manager
- Personnel Development
  - Provides opportunities for growth and development in staff
    - Encourage attendance to continuing education opportunities
    - Plan in-service programs to facilitate development of personnel
  - Assists and provides orientation, education and competency of non-licensed staff members
    - Responsible for assisting appropriate preceptor and length of orientation
    - Ensure attendance at annual Orientation and Safety Day
    - Plan with Education Department for in-service on new equipment policies and procedures
  - Assist with on-going performance evaluations, guidance and development of personnel in clinics
  - Completes/delegates employee evaluations as needed
  - Counsel, define roles and set goals concurrently with staff
- Professional Growth and Development
  - Exhibits progressive professional development
    - Attends educational seminars
    - Takes opportunities to instruct in-service classes as necessary
    - Able to fulfill positions as staff when needed
  - Demonstrates reliability and flexibility
    - Rarely sick or absent due to personal issues
    - Demonstrates flexibility in work schedule
    - Meets deadlines for assigned projects
  - Reviews and updates job descriptions with staff annually
- OP ANSB corrections and provide manager trends
- Dx corrections and trending
- Contribute to denials committee, McKesson and Comp Management committees
- Schedule, sick calls, time off requests

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- Assist with hiring, evaluations, and termination
- Patient complaints as needed
- QA monitors
- Review policy and procedure yearly
- Contribute to regular staff meetings

### **Qualifications**

- High school graduate or its equivalency
- Previous experience in managing a physician's office outpatient clinic preferred
- Bachelor's Degree in Health Care Management or related field preferred
- Supervisory experience required
- Must possess good communication skills, written and verbal, and the ability to work well with a variety of people
- Must have experience with computerized billing/registration systems
- Ability to prioritize and problem solve
- Ability to maintain sensitivity and objectivity to chronic medical and social problems
- Ability to relate well to patients, families, co-workers and physicians

### **Lifting Requirements**

Infrequent lifting, not more than 20 pounds (with help) and/or carrying objects weighing up to 20 pounds. May be prolonged periods of sitting; moderate amount of walking, stooping and standing.