



JOB DESCRIPTION SITE MANAGER

OVERVIEW:

Under direction of the Directors of Operations the Site Manager: supervises and oversees the daily activities of support staff; provides clerical services as needed at designated health center; provides medical services as needed at designated health center; plans, organizes, and coordinates front and back office clinical operations to ensure efficient and effective clinical flow and utilization of resources; performs patient triage and responds to urgent or emergent situations, as needed.

DUTIES, FUNCTIONS AND RESPONSIBILITIES:

- Supervises, trains, orients and evaluates performance of assigned staff members and makes recommendations for initial and continued employment;
- Promotes and maintains a clinical environment that complies with federal, state and local regulatory laws;
- Coordinates day-day activities including supervision, staffing, and problem solving;
- Oversees patient registration, encounter data collection, data entry and daily reconciliation of encounter forms to ensure accurate patient service documentation.
- Coordinates provider appointment schedules;
- Oversees the scheduling of regular maintenance of medical and office equipment;
- Assigns work to medical support staff to achieve efficient workflow and a balanced workload;
- Maintains inventory of furnishings and equipment;
- Develops suggestions for policies and procedures to improve the quality and quantity of work;
- Implements policies and procedures to improve the quality and quantity of work;
- Attends required meetings and participates in committees as requested;
- Prepares reports and manages assigned projects;
- Monitors patient satisfaction and responds to patients' complaints in a timely manner;
- Assures compliance with HIPAA guidelines;
- Accurately prepares and supervises the compilation of all month end closing procedures and reports;
- Utilizes assessment protocols to accurately assess and triage patients;
- Monitors workflow to ensure efficient and effective productivity;
- Coordinates all ancillary services i.e. laboratory, pharmacy, and specialty clinics;
- Maintains a professional demeanor and is able to effectively communicate;

- Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the principles and practice of nursing;
- Knowledge of the state and federal laws pertaining to health-care delivery; specifically to Federally Qualified Community Health Centers;
- Knowledge of the structure and function of Federally Qualified Community Health Centers;
- Skilled communicator who is able to effectively deliver information to staff, patients and their families;
- Skilled in establishing and maintaining effective working relationships with staff, supervisors and colleagues;
- Ability to multitask and solve problems while maintaining a calm demeanor;
- Proven track record in leadership and management;
- Ability to follow and implement directives.

MINIMUM QUALIFICATIONS:

Graduation from an accredited Registered Nursing program along with certification of passing of State Boards; a minimum of two years of management experience in a medical office or equivalent clinical setting; excellent interpersonal, oral and written communication skills; computer literacy and experience with electronic medical records is a must; experience with medical billing is a plus.

LICENSES AND CERTIFICATIONS REQUIRED:

Must be licensed as a Registered Nurse in the state of Michigan; must possess a valid Michigan driver's license and CPR certification (ALCS, ATLS, PALS, NRP, BLS).

OTHER REQUIREMENTS:

Must provide own vehicle for local travel; some out of state travel may be required.