

Job Description

Job Title: Program Manager/Clinic Director

Department: FQHC

Supervisor: Administrator

FLSA Status: Exempt

Prepared By: Human Resources

Prepared Date: 7/9/2021

Summary

Responsible for all operational, clinical, and financial activities of the FQHC. Implements, monitors and directs goals and objectives of and reports to the Board of Directors of the FQHC. Interprets, leads and complies with the FQHC mission, vision, goals, policies, CMS requirements and the HRSA program requirements. Maintains and develops relationships with HRSA program officer and grants management specialist, complying with all governmental agencies and regulations. Director is responsible for compliance and stewardship of federal funds.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Identify, set and communicate expectations of and manage processes to measure, assess and improve Hoxie Medical Clinic's governance, management, clinical and support activities.

Oversee development of annual budget and control resources.

Provide opportunities for the development of FQHC Board of Directors supplying agendas for meetings, annual board work plan, board self-assessments and annual board evaluations of the Clinic Director.

To provide leadership and assist in efforts to improve the efficiency and effectiveness of clinic by managing staff.

Assess employee performance to determine future needs.

Prepare and provide oversight for HRSA on-site visit (OSV).

Develop and implement office policies and procedures making sure they are accurate and current.

Formulate objectives and processes that create short and long-range planning to evaluate quality of services, productivity, and future needs.

To become familiar with local agencies to increase the ease of use and assure communication through public relations functions.

Prepare and/or direct preparation of all grant submissions.

Monitor all notices of awards and conditions on notices.

Prepares and submits reports on the status of the FQHC.

To lead and/or participate in various administrative/clinical staff meetings.

Oversees the hiring, firing, and development of staff in conjunction with Human Resources and/or the facility Education Coordinator.

Supervisory Responsibilities

Supervises all staff of the FQHC either directly or through area managers/directors.

Competencies

To perform the job successfully, an individual is expected to abide by all SCHC policies and procedures along with demonstrating the following competencies:

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Job Knowledge - Exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Responds promptly to customer needs; responds to requests for service and assistance.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Teamwork - Gives and welcomes feedback; contributes to building a positive team spirit; supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Diversity - Promotes a harassment-free environment.

Ethics - Upholds organizational values.

Adaptability - Adapts to changes in the work environment.

Dependability - Takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.

Judgement - Exhibits sound and accurate judgment.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma required. Prefer Associate or Bachelor's degree with emphasis in business management, medical administration, human services, or equivalent.

At least five (5) years of office management experience with at least two (2) in medical clinic setting.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Fluent in both English and Spanish languages preferred.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Proficient in all aspects of the Microsoft Suite; Office, Excel, etc.
Ability to learn and adapt to multiple EHR systems.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is regularly required to use hands to finger, handle, or feel. The employee is frequently required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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.