

CLINIC MANAGER

Health Brigade, formerly Fan Free Clinic, is seeking a Clinic Manager. The clinic manager is responsible for managing the day-to-day operations of the medical clinic and for managing the patient experience for a diverse safety net medical clinic. Using both clinical knowledge and knowledge of HB policies and procedures, the clinic manager works collaboratively with the medical director, staff, and volunteers to ensure efficient and effective care delivery. Responsible for functioning of practice including management of staff, workflow development, financial compliance and oversight of inventory, patient, provider and staff satisfaction and safety compliance. Operationalizes policies and procedures and implements performance improvement strategies within the practice. Performs all duties in a manner which promotes good teamwork and reflects the mission and values of inclusive and trauma informed care. Works collaboratively with staff and volunteers to resolve issues within the practice.

EDUCATION AND EXPERIENCE

- Strong fund of medical knowledge –advanced medical training and college degree, and bilingual in Spanish strongly preferred.
- Knowledge of ambulatory care essential; background in clinic procedures including use of electronic medical record, and patient flow.
- Minimum of 2-4 years of management experience in a practice setting
- Current BLS

PRIMARY RESPONSIBILITIES

- Overall functioning of Medical Clinic including management of clinical staff (non-medical providers), workflow development, team meetings, patient, provider and staff satisfaction.
- Collaborate with Medical Assistant Training Associate with on-boarding and directing clinic volunteers (except medical providers) including orientation, training, and scheduling, in collaboration with the Volunteer Program Manager. Collaborate with Medical Clinic Operations and Scheduling Coordinator to support patient workflow by assisting in triage and making necessary adjustments to schedules, working with providers, staff, and Medical Director.
- Develop practice operational plans and implement performance improvement strategies within the clinic.
- Communicate resourcing issues and needs to the Medical Director.
- Establish and maintain clinic policies and procedures in conjunction with the Medical Director and Care Coordination Program Manager as it relates to eligibility and intake for patients.
- Work closely with QI & Integrated Care Manager to provide data and other information needed for grants and reporting.
- Provide oversight of Medication Assistance Program by assisting with reviewing guidelines and overall access to medication resources.

- Manage all clinical sub-programs of medical clinic, including appropriate auditing, staffing, and reporting to Medical Director and other entities as required.
- Manage purchasing, equipment maintenance, and all certifications for clinic operations.

SKILLS AND ABILITIES

- Strong clinical management skills (patient triaging, staff supervision and scheduling)
- Excellent verbal and written communication skills
- Advanced computer skills including but not limited to use of Word, Excel, Outlook, reporting software and electronic medical records
- Strong leadership skills that inspire confidence and motivation of staff
- Sound decision-making and professional judgement
- Strong problem-solving skills and ability to prioritize competing needs

Employees must be able to work collaboratively with a variety of staff within the organization. HB expects individuals to have a strong work ethic and commitment to our mission and values. Successful candidate must possess skills that support and enable sound decision making, strong personal and professional boundaries, good judgement, and discretion.

COMPENSATION

Compensation is commensurate with background and experience.

Health Brigade is an Equal Opportunity Employer. To apply, email a cover letter, a resume, and three professional references to Polly Foster pfoster@healthbrigade.org. No calls please.