



Job Description

Job Title:	Medical Manager
Classification:	Exempt, Full-time
Reporting Relationship:	Reports to Chief Operations Officer
Supervision Responsibilities:	Yes

Essential Role: Ensures clinical quality, service quality, and assists Chief Operations Officer with budget constraints to make sure they are maintained in accordance with organizational goals and objectives. Provides leadership and manages support staff for the assigned clinic(s) as well as oversee the clinical supervision of Triage Nurses (both LPN and RN) regardless of specific location. Serves as a resource-point for all medical clinic personnel at all locations to train, manage, guide, supervise and suggest based on established policies and procedures.

Duties & Responsibilities:

1. Works with employees to ensure that each employee understands their job description and ensure they can successfully perform tasks associated with the position requirements.
2. Interviews and makes decisions for hiring employees for open positions.
3. Works with Chief Operations Officer and Human Resources to prepare to counsel or terminate employees as required.
4. Plans, assigns, and directs work. Appraises performance, rewards and disciplines employees, addresses complaints, and resolves problems with the guidance of the Chief Operations Officer and Human Resources.
5. Ensures at all times the clinic consistently operates in a high quality manner.
6. Tracks timesheets, scheduling, and coordinating of direct reports for all leave types to include but not limited to: PTO requests, attendance issues, and FMLA in accordance with policies and procedures.
7. Supervises students for internships/externships and delegates authority and responsibility when and where need is indicated.
8. Leads staff meetings monthly.

9. Supervises, as required, the staff in the conduct of clinical care.
10. Provides consistent weekly communication to supervisor; ensure that information, reports, and materials are provided to clearly describe clinic activities and progress toward agreed upon objectives.
11. Monitor clinical quality of nursing judgment, medical record clinical documentation, and safety of patients and staff.

Administrative

1. Assist the Chief Operations Officer with the Kansas Department of Health and Environment regarding policies and procedures for immunizations and any other public health issues. Supervises, understands and participates in the Vaccine Program.
2. Assist the Chief Operations Officer with OSHA requirements; participate in emergency preparedness, infection control and regulatory compliance for all GraceMed medical clinics.
3. Oversees medical supply inventory.
4. Represents GraceMed at functions as requested. These events may be evenings, weekends, and/or on holidays.
5. Attends all staff or other special meetings as requested.
6. Participates in budget development as it pertains to assigned clinic.

Clinical

1. Provides consistent weekly communication to the Chief Operations Officer ensuring that information, reports, and materials are provided to clearly describe clinic activities and progress toward agreed upon objectives.
2. Oversees provided evaluation, treatment and consultation services to patients of the clinic.
3. Collaborates with Chief Medical Officer and Chief Operations Officer to establish policies and procedures for medical operations.
4. Oversees initial and annual PPD testing for staff and submits results to Human Resources.
5. Available to staff at all times to step-in (when necessary), respond to emergencies and answer questions.
6. Obtains and documents (or causes to be obtained and documented) appropriate chief complaint, past medical, family and social history, review of systems, examinations, medications and allergies, and assessment and plan for each patient.
7. Oversees provided medical orders for prescription refills, administration of medications, ancillary testing, and/or referrals.
8. Oversees patient education as needed.
9. Available to patients, through clinical staff to answer questions and relay information regarding their care.
10. Oversees medical recommendations for patient care (within KSBN limitations) when necessary.
11. Completes appropriate paperwork to comply with insurance and reimbursement guidelines.
12. Completes all documentation and paperwork within time constraints posed by various entities.

13. Ensures compliance with standards, laws and regulations as directed by regulatory and accrediting organizations such as but not limited to: Patient Centered Medical Home, Meaningful Use, CLIA, OSHA, State and Federal Governments as it pertains to the medical clinics.
14. Performs other appropriate duties as requested by Chief Operations Officer.
15. May be called to chaperone and assists providers during exams and procedures, administer P.O., I.M., and I.V. injections and medications as ordered (as qualified to perform), perform phlebotomy and CLIA waived lab tests, perform direct patient care within the limits of his/her training and capabilities when the provider is unavailable.
16. Maintains patient confidentiality at all times.

Qualifications

Education/Certifications/Licenses/Registrations

- Graduate from an accredited school of nursing required.
- Current State of Kansas licensure as an RN required.
- Bachelor's degree in business or healthcare preferred
- CPR certification (must be obtained within 30 days of employment)

Experience

- Minimum three years of experience in health care environment; primary care office or Federally Qualified Health Center (FQHC) preferred
- Minimum two years of proven supervisory experience

Technical Skills

- Must possess a thorough knowledge of modern office practices, procedures, and equipment, including computers, copiers, and other standard office equipment.
- Ability to work independently, organize, monitor, and adjust work as necessary to ensure accuracy and timeliness.
- Demonstrated ability to identify and solve problems.
- Demonstrated knowledge of confidentiality and patient privacy policies and regulations.

Behavioral

- Ability to strongly embrace and personify the mission and values of GraceMed with socio-economic and cultural sensitivity in mind.
- Must display good verbal and written communication skills, and be able to professionally receive and follow oral instructions.
- Able to provide innovative input into the development of the office and its processes.

Work Schedule: Monday through Friday, 8:00 am to 5:00 pm. May require work outside of usual business hours; including evenings or weekends, to handle customer service or personnel issues and attend meetings and/or community events.

Working Conditions:

Medical office setting. Ability to sit and/or stand for long periods of time. Bending, stooping, and lifting (up to 50lbs.) may be required. Interaction with physicians, patients and other office personnel. May involve contact with angry, upset or ill persons. May involve potential exposure to blood and body fluids and other hazardous substances. Must have visual acuity and manual dexterity to interface with computer. Must have auditory acuity to handle phone calls.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

This job description has been examined for compliance with the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FLSA) (May 1995).

Confidentiality: As an employee of GraceMed Health Clinic, Inc., you are bound by principles of medical ethics. You have both a legal and moral obligation to protect the privacy of our patients. In the course of your work, you will have access to confidential information regarding patients, and/or the practices' confidential business. It is essential that you refrain from any discussions regarding personal information about a patient, a patient's condition, a patient's finances, proprietary company information, and/or the practices' confidential business with any third person. This includes, but is not limited to, other employees, your spouse, family or friends. CONFIDENTIALITY IS SO IMPORTANT THAT ANY BREACH OF THIS POLICY WILL BE CONSIDERED GROUNDS FOR TERMINATION. Review and signature of the Agreement is a condition of employment.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received and read the GraceMed Health Clinic, Inc. job description and that I fully understand its' provisions. I also understand that the policies and requirements contained in this job description are subject to change at the discretion of administration and that this job description is not intended to be or deemed to constitute an employment contract or a promise of continued employment.

Signature of Employee

Date

Signature of Manager

Date