



## Healing Hands Position Description

<b>POSITION:</b>	Office Manager
<b>DEPARTMENT:</b>	VickeryPHC/WHC/Greenville Health Center/Behavioral Health
<b>JOB CODE:</b>	
<b>PAY RANGE:</b>	
<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Clinical Operations Manager (BH-CMO)

<b>PURPOSE OF THE POSITION:</b>	
The <b>Office Manager</b> is responsible for direct supervision of medical office assistance staff as assigned, ensure health center operations performance are adhered to effectively, and assist patients as needed.	
<b>SCOPE AND MAGNITUDE:</b>	
Office Managers ensure efficient clinic operations including staffing, patient flow/satisfaction, co-management of clinical staff in a way that directly impacts HHM's ability to achieve our mission	
<b>POSITION FUNCTIONS:</b>	
<ul style="list-style-type: none"> <li>▪ Ensure all health center, business workflow, and processes are appropriately applied to meet HHM organizational goals and medical practice needs. Evaluate and implement changes as needed.</li> <li>▪ Manage and direct all facility and organizational policies and procedures within the stated guidelines. Monitor and measure opportunities for quality improvement; participate in quality improvement initiatives.</li> <li>▪ Maintain the overall internal and external safety of the clinical site in compliance with regulatory standards and infection control regulations.</li> <li>▪ Oversee the supply and equipment inventories including functionality of all business and bio-medical equipment. Monitor supply/demand reports, measure the onsite inventory, and trend inventory data, for consistency with the annual budgetary goals.</li> <li>▪ Monitor, resolve, and improve patient relations issues efficiently and timely. Handle all customer service complaints within the established guidelines and policies. Document and submit customer interactions for review, as needed.</li> <li>▪ Manage performance of supervisory staff including performance reviews, performance corrections, and terminations. Present performance evaluations, progress reports, or disciplinary actions on a timely basis, with complete supportive documentation.</li> <li>▪ Involvement with interviewing, training and manage medical office staff/front desk, and medical check-in/out staff. Assure that all staff is working within their certifications, licensures, and scope of practice per organization and state requirements.</li> <li>▪ Investigate confidential and/or risk management issues timely and thoroughly. Coordinate the investigative efforts with HR, Quality, and Department Directors, as deemed necessary. Communicate and submit correspondence and supportive documentation per policy.</li> <li>▪ Good Management skills. Plan, prioritize, organize, assess, and coordinate duties and tasks required for clinical and front desk operations, per organizational needs, or emergency events. Provide a consistent presence for all scheduled, or unscheduled, events requiring management supervision.</li> <li>▪ Collect operational data to compile clinical reports for business analysis and trending. Establish a methodology for interpreting and forecasting the data for strategic business planning.</li> <li>▪</li> </ul>	
<b>SUPERVISION OF PERSONNEL:</b>	

<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>	<u>NONEXEMPT</u>
Medical Front Office Assistant Front Office (Desk)		X X
<b>WORKING RELATIONSHIPS:</b>		
Will interact both internally and externally with a variety of people, including but not limited to: Executives, leadership and other coworkers, HHM office administrators or assistants, clinic staff; general public including patients and their relatives or support		
<b>KNOWLEDGE AND SKILL REQUIRED:</b>		
<p>EDUCATION: Bachelors' preferred or equivalent combination of experience/education;</p> <p>EXPERIENCE (and other qualifications): Minimum of 3 years' experience managing/supervising in a clinical setting <b>required</b>. Revenue Cycle experience strongly preferred. Must have experience working with patients from all backgrounds/cultures. Excellent interaction skills.</p> <p>COMMUNICATION SKILLS: Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers, patients and providers. Ability to respond to common inquiries or complaints from patients, regulatory agencies or members of the community.</p> <p>MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.</p> <p>REASONING SKILLS: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form</p> <p>PREFERRED REQUIREMENTS:</p> <ul style="list-style-type: none"> <li>• Excellent professional written and verbal communication and interpersonal skills;</li> <li>• Ability to produce quality work within tight timeframes;</li> <li>• Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems</li> </ul>		
<b>SOFT SKILLS:</b>		
<ul style="list-style-type: none"> <li>• Knowledge of current social and economic problems pertaining to public health and their impact of primary health care.</li> <li>• Cognizant of the prevalent stressors and their impact on both the professional provider and the patient population within Healing Hands Ministries, the community, and all of HHM clinical settings.</li> <li>• Ability to work with other health care professionals from a variety of disciplines to achieve maximal productivity and program effectiveness while continuously promoting the growth and development of fellow professionals, exercising appropriate supervisory control and displaying good work judgment.</li> <li>• Organized, dependable and a team player;</li> <li>• Attention to detail and a have high sense of urgency;</li> <li>• Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;</li> <li>• Flexible, adaptable and a high level of initiative;</li> <li>• Able to establish and maintain interpersonal relationships;</li> <li>• Work in a fast-paced environment and display strong customer service skills</li> </ul>		

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

- Works indoors with a variety of office equipment in the medical clinic that includes well-lighted, well-ventilated, and adequate space. Frequent exposure to communicable diseases, bodily fluids, toxic substances, and other conditions common to working in a primary care setting. May be exposed to strains and injuries from patients and equipment
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Remains stationary at least 85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with Healing Hands' employees, clients, vendors, providers and/or contractors, patients and their families

**EFFECTIVE DATE: MAY 2021**

## Healing Hands Position Description Acknowledgement

Title: Office Manager

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (please print)