# NVIH POSITION DESCRIPTION

## CLINIC SITE MANAGER

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>FLSA STATUS</th>
<th>DEPARTMENT</th>
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</thead>
<tbody>
<tr>
<td>Full-Time</td>
<td>Non-Exempt</td>
<td>Medical</td>
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<thead>
<tr>
<th>DATE OF LAST REVIEW/REVISION</th>
<th>ASSIGNED SITE</th>
<th>REPORTS TO</th>
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<tbody>
<tr>
<td>December 2015</td>
<td>Chico</td>
<td>Operations Manager/Compliance Officer</td>
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<thead>
<tr>
<th>SUPERVISES</th>
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<tr>
<td>Records &amp; Receptionist Staff</td>
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### POSITION SUMMARY:
Under general supervision from the Operations Manager/Compliance Officer, the Clinic Site Manager is the primary staff member to coordinate clinic operations and clinical program activities on a day-to-day basis at the assigned clinic site.

### ESSENTIAL JOB FUNCTIONS:
Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Ensures effective staff utilization to meet staffing and workload requirements and supports the delivery of quality patient care and services; consults with the Operations Manager/Compliance Officer to develop staffing plans;
2. Coordinates, directs, and provides patient care orientation and ongoing education for subordinates.
3. Develops employee improvement plans; performs periodic and annual staff evaluations.
4. Collaborates with Human Resource staff to recruit and hire new subordinates.
5. Assists in meeting various program requirements.
6. Stays current with the eligibility requirements and alternate resources for new and ongoing patients; provides up-to-date training for staff on eligibility requirements and alternate resources.
7. Participates in continuing education to improve skills and abilities and stay abreast of current technologies/practices.
8. Responsible for management of medical & dental provider patient care schedules.
9. Primary contact for grievances from patients and staff for day-to-day operating concerns.
10. Exhibits a high degree of courtesy, tact, and poise when interacting with patients, employees, and other healthcare professionals.
11. Manages quality improvement initiatives for areas of responsibility to ensure clinic is operating effectively and efficiently.
12. Applies and promotes safety principles as identified by established policy.
13. Understands healthcare ethics, laws and privacy rules. Ensures compliance with HIPAA, federal, state, and local laws and regulations supporting patient confidentiality and risk management processes per NVIH policy.
14. Coordinates with Maintenance Department the management of facility maintenance and landscaping tasks.
15. Manages transportation calendar and coordinates needed services with Transportation staff following NVIH Transportation Policy.
16. Other duties as assigned.
EDUCATION, EXPERIENCE, SKILLS, CERTIFICATIONS, AND LICENSES:
1. A minimum of two (2) years of supervision and experience in health care management preferred and a minimum of three (3) years of related front office health care experience required.
2. Associate of Arts degree or equivalent education and work experience.
3. Ability to become CPR certified.
4. Must have reliable transportation.
5. Demonstrated competence in reacting to and handling emergencies.
6. Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
7. Ability to understand and adhere to established policies, procedures, protocols, and the ability to make timely and sound decisions.
8. Ability to operate with proficiency, the computer packages in use at NVIH.
10. Ability to delegate job duties to subordinates.
11. Excellent written and oral communication skills, strong organizational problem-solving and analytical skills.
12. Demonstrated proficiency in supervising and motivating subordinates.
13. Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm as an innovative team player.
14. Acute attention to detail and ability to multitask.
15. This position requires an awareness and keen appreciation of American Indian traditions, customs, and socioeconomic needs and the ability at all times to meet and deal effectively in contact with Indian health organizations which require tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.

All NVIH employees are expected to:
- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH’s policies and procedures as they may from time to time be updated.

Indian Preference: Preference in filling vacancies will be given to qualified Indian candidates, in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). In other than the above, NVIH is an equal opportunity, affirmative action employer, and does not discriminate in employment decisions based on race, color, religion, gender, national origin, age disability, or sexual orientation.

MATERIAL AND EQUIPMENT USED:  
Computer E-Mail Telephone Voice Mail Fax Machine

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:
  a. Sitting / Mobility: Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas.
b. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email.

c. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork.

d. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds.

e. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves.

f. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies.

**IMPORTANT DISCLAIMER NOTICE**

_The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change._

**ACKNOWLEDGEMENT:** I have received and reviewed a copy of the Clinic Site Manager position description. I understand that this position description is not a contract of employment and in no way changes the at-will nature of my employment relationship with Northern Valley Indian Health, under which either NVIH or I may terminate the employment relationship at any time, for any reason, with or without cause or notice.