

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Program Manager		C	4	3	Exempt
POSITION TITLE:	Health Center Manager		POSITION#:		
<input type="checkbox"/> New	<input checked="" type="checkbox"/> Revised	Date:	06/21/2017		
SERVICE TYPE:		NON-REP MANAGEMENT			
Employee Name:		Department:	Health Center	Supervisor:	Deputy Director of Clinical Operations
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

Responsible for the management, coordination, and evaluation of FQHC services performed at designated county sites. This position provides oversight for activities occurring at the Health Centers and other community settings and assures they are aligned with Health Center priorities and processes. Provides oversight for the coordination of services of the Health Center and other county departments and service. Participates in coalitions and community activities to promote and coordinate Health Center services.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	<p>MFA: Health Center Management</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Oversight of daily Health Center Operations at designated site (i.e. Scheduling, Health Center Flow, Registration) • Responsible for assuring clinic licensing and current certifications are posted at all health center sites, assures that the Federal and State Health Regulations standards for clinic operations are met (i.e. School Based Health Center Regulations, PCPCH, HRSA/FQHC). • Manage and supervise designated sites and/or department FQHC clinic operations. • Collaborate with County partners to ensure proper policy and procedure application between programs. • Monitor revenues and expenditures to assure compliance with budgetary goals. Make recommendations and implement strategies to support positive financial performance; develop budgets for assigned Health Center sites. • Works with other Program Managers within the Health Center, County Departments and community partners of Health Services to deliver an integrated approach to programs and services. • Participate in design, development and implementation of Quality Improvement processes and initiatives. Uses Quality Improvement tools and data to evaluate and guide decisions and demonstrate improvement. • Supervise Medical Assistant and Customer Service Representatives, Panel Managers and other staff as assigned. <ul style="list-style-type: none"> ○ Includes prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policy and procedures, maintaining a healthy and safe work environment and making hiring, termination and disciplinary decisions. • Assure ethical practice and confidentiality is maintained. • Responsible for coordination and management of facilities issues onsite and with outside vendors. • Responsible for assisting with the preparation of Health Center Operations Committee meetings and other clinical meetings and prepares Clinic Operation Reports (Health Center Dashboards, Clinical Measures, Patient Demographic Reports, KPI, QI, etc.) 	40%

	<ul style="list-style-type: none"> Responsible for performing in-services for example, but not limited to, HRSA Standards, PCPCH Standards, Environment of Care, customer service, and strategic planning goals pertaining to Health Center Operations. 	
2	MFA: Community Relationships Essential Duties: <ul style="list-style-type: none"> Develop and maintain working relationships with other County Department of Health Services managers and other community partners, collaborating and participating in planning and program changes to enhance continuity and a coordinated system of care within the community Provide consultation, education and advice to community agencies and the public as part of a community outreach program Represent County Health Center Clinics on external committees and community coalitions as needed. Serve as spokesperson to the local community. Determine clinic priorities by evaluating the needs of client or target population and available resources. Participate in assessment, plan development and monitoring of local needs to address access to Health Center services for identified target population. 	30%
3	MFA: Policy Essential Duties: <ul style="list-style-type: none"> Participate in the development and lead implementation of operational policies and strategies at County Locations. Monitor trends in service area and modify services to maintain best practices and remain in compliance with clinical policies and procedures. 	25%
4	MFA: Special Projects Essential Duties: <ul style="list-style-type: none"> Responsible for planning and executing special projects. 	5%
5	And other duties as assigned.	%
Percentages should total 100%		100%

Special Requirements:

Expertise in clinic operations and experience in developing & sustaining community partnerships; Bachelor’s degree from an accredited college or university in a field related to area of assignment; and 5 years of progressively responsible professional experience in area of assignment, including at least 2 years of supervisory experience.
 Driver’s license

Physical Requirements:

Physical Demands:
 While performing the duties of this job, the employee is frequently required to stand, walk, sit, reach with hands and manipulate equipment, as well as lifting and moving objects, equipment and supplies. Constantly interacts with other people and may have to handle several responsibilities at once. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:
 The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: work with angry or hostile clients or members of the public, work with toxic substances and biohazards, and exposure to communicable and infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____