JOB DESCRIPTION

<table>
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<th>Job title</th>
<th>Clinic Operations Manager</th>
<th>FLSA Class:</th>
<th>Non-Exempt</th>
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<tr>
<td>Department</td>
<td>Medical Clinic</td>
<td>Position Type:</td>
<td>Full Time</td>
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Job purpose

This role will report directly to Chinatown Service Center (CSC) Director of Operations. The Clinic Operations Manager will play a key role in ensuring overall efficient operations of CSC medical clinics. The Clinic Operations Manager will be responsible for supporting organizational day-to-day needs of clinic operations, and direct supervision of medical support staff. The Clinic Operations Manager will develop, execute and oversee aspects of service delivery, quality assurance, governmental regulations, licensing, regulatory compliance, program policies and practices, assess and addresses client access, needs and issues. The position will be hands on, interact and coordinate with management, staff and patients.

Duties and responsibilities

- Ensure that all front/back office policies and procedures are current and make appropriate updates.
- Continually assess and adjust patient flow for increased access and efficiencies.
- Coordinate and delegate administrative and clinic maintenance responsibilities such as patient access, patient experience surveys, medical chart compliance and other special projects.
- Assist the Director of Operations, Medical Director and Chief Medical Officer in obtaining and maintaining accreditation of NCQA’s Patient Centered Medical Home (PCMH).
- Assist in the support and management of CSC’s Electronic Medical Records ensuring compliance with all applicable laws and regulations.
- Facilitate on-going organizational development, team building and capacity building.
- Continually assess the Clinic Program’s strengths and weaknesses as well as the changing client communities and service needs.
- Responsible for direct supervision of all front office personnel
- In conjunction with the Director of Operations, leads team staff meetings to address personnel matters, operational issues and to assist in resolving problems that may exist.
- In conjunction with the Director of Operations, establish procedures for reception, intake, eligibility determination, and medical records filing, including scheduling of staff and project management.
Ensures that appropriate staff are trained as Certified Enrollment Counselors or appropriate enrollment specialists.

Handles aspects of management, including direct supervision and mentoring of clinic staff.

Managerial activities may include but are not limited to, participation in hiring, training, motivating, evaluating and reviewing front office staff.

Responsible for overseeing the production of all monthly, quarterly, final reports, and re-funding applications, to funding agencies to ensure reports are submitted in a timely manner.

Attend and represent Chinatown Service Center in various network collaborative initiatives and other community meetings and conferences as needed.

Conduct all patient satisfaction survey at all clinic sites, outreach sites, and patient focus groups, analyze and write summary reports to present to the Board and QI committee.

Other duties as assigned.

Qualifications

- Bachelor's degree in related field. Master's degree in related field - preferred.
- Experience in community based program management.
- Ability to work under pressure to meet deadlines for operational objectives.
- Excellent organizational and interpersonal skills.
- Commitment to providing nonjudgmental quality health care to those in need.
- Excellent communications skills, including interpersonal, writing and presentation skills.
- Bilingual Chinese/English/Spanish preferred.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all Chinatown Service Center facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.
Direct reports

Director of Operations