



Greater Elgin Family Care Center Job Description

Job Title: Clinical Operations Manager
Department: Operations
Reports To: Clinical Director
Prepared By: Clinical Director
Prepared Date: May 2007; October 2010; October 2014

SUMMARY

The Clinical Operations Manager is accountable for the oversight of delivery of care on a daily basis, coordinating and delegating care to ensure smooth health center operations and excellent patient care.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provides daily management and oversight of clinic support staff and operations at multiple health center(s).

Ensures compliance with GEFCC Policies and Procedures and all other applicable laws and regulations.

Responsible for the implementation, education and on-going compliance of Joint Commission Standards.

Assists in development, interpretation and implementation of new policies and procedures.

Responsible for the hiring, orientation and training of new employees.

Responsible for ensuring staff competency in performing clinical tasks and procedures.

Promotes and maintains a professional and positive work environment.

Provides all forms of leadership, supervision, direction, training and role modeling to all subordinate staff.

Facilitates the schedule management process according to health center needs.

Demonstrates professionalism on a daily basis.

Develops and engages in continuous Quality Performance Improvement activities as it pertains to patient care, which results in the continuous quality improvement of patient care and the development of new services.

Engages and facilitates community outreach activities including health education to community organizations.

Report to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engages in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as professionally offered feedback from coworkers.

Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Manages clinical professionals. Is responsible for the overall direction, coordination and evaluation of programs and staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing; hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and solving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION AND/OR EXPERIENCE

Graduate of accredited registered nurse program required; BSN degree preferred.

Current R.N. licensure in State of Illinois.

2-3 years experience in specialty preferred.

Excellent communication skills required.

Computer literacy and ability to utilize various software, word processing and spreadsheet programs required.

2-3 years of previous management experience preferred.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodical, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, clients' customers and general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiple, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply basic concepts of algebra.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited health information exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

JOB KNOWLEDGE

Ability to use technical skills and apply knowledge necessary for this position.

QUALITY

Ability to demonstrate accuracy and thoroughness while performing the duties of the position.

SAFETY AND INFECTION CONTROL

Be knowledgeable about and follow Greater Elgin Family Care Center’s safety policies and procedures.

CERTIFICATE, LICENSES, REGISTRATIONS

Current CPR Certification.

Current Illinois License of Registered Nurse.

Optional specialty certification.

OTHER QUALIFICATIONS

Multisite experience is preferred.

Ability to work all hours health centers are open.

Excellent personal impact and ability to communicate effectively with patients, staff and providers.

AGE-SPECIFIC CARE

The patient population cared for by the employee in the job includes:

- neonate (0-28 days)
- Infant (29 days-1 year)
- Pediatric (1-11 years)
- Adolescent (12-18 years)
- Young Adults (19-21 years)
- Adults (over 21 years)
- N/A (Not applicable for this job)

SPECIFIC GROUP SERVED

The client population cared for by the employee in this job includes (check all that apply):

- Substance abuse
- Physical Abuse
- Sexual Abuse
- Neglect
- Pregnant and /or Parenting
- Delinquency
- Cognitively Delayed

- Homeless
- Mentally Ill/ Developmentally Delayed
- Physically Aggressive
- Verbally Aggressive
- Physical Disabilities
- Other (please specify) _____
- N/A (Not applicable for this job)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb and balance; talk or hear; taste or smell. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, exposed to hazardous materials and infectious diseases and risk of electrical shock. The noise level in the work environment is usually moderate.

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