

**Toiyabe Indian Health Project, Inc.**

**POSITION DESCRIPTION**

**POSITION:** Clinic Manager

**SALARY:** TSS 11

**SUPERVISOR:** Chief Operations Officer

**SUPERVISES:** Clinic Operations and Personnel

**WORK STATION:** Coleville Community Clinic

**EXEMPT**

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Community Clinic. Manages clinical, professional, administrative and clerical staff, including day-to-day supervision, staff development and evaluations. The Clinic Manager will also provide cooperation and assistance with development and implementation of policies and directives, setting and monitoring site location budgets, assistance with billing issues, and attending relevant organization meetings and trainings.

**QUALIFICATIONS:**

1. Must possess working knowledge of office and administrative procedures including general accounting/budgetary skills.
2. Minimum of three (3) years management experience exhibiting extensive supervisory abilities and administrative experience required
3. General knowledge of medical and dental terminology desired.
4. Minimum of two (2) years college; or equivalent education and experience in health program management required
5. Proficient in the use of the Microsoft Office Suite programs (Word, Excel, Outlook, etc.) required.
6. Proposal and report writing experience is helpful to include procurement/property control skills.
7. Must be familiar with the aims and objectives of the Project and express a genuine enthusiasm for its people.
8. Ability to perform a variety of tasks and work well under pressure while exhibiting excellent social skills, professional demeanor and leadership qualities; must possess excellent communication skills both written and verbal.
9. Must have a valid driver license and insurable with company insurance.
10. CPR certified or certified within three months of hire.
11. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs and socio-economic needs of the Indian community.
12. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code § 472 & 473).

**DUTIES & RESPONSIBILITIES:**

1. Manages the overall operation of Coleville Community Clinic including but not limited to staff and patient scheduling, general operations, facilities maintenance, and grounds keeping surrounding Clinic.
2. Maintains the confidential staff records of all clinic site employees (work schedules, vacation and sick time, training, etc.); conducts ongoing evaluation of staff members in conjunction with

department managers, setting expectations in full detail, providing feedback, and maintaining individual accountability through performance reviews and the development of the individual improvement plans. Shall encourage professional growth of the clinic's staff members through training, case conferencing, peer reviews, and ongoing education.

3. Observes the proper chain of command by reporting to the COO and other directors, as it relates to their respective scope of duties and responsibilities.
4. Conducts monthly staff meetings and reports all Clinic activities at the monthly supervisor's meeting.
5. Responds to local community compliments and complaints in accordance with approved policies and procedures and coordinates investigation and response with the assistance of the Quality Improvement Specialist.
6. Ensures efficient utilization of corporate resources and assets and follows productivity guidelines for all staff members.
7. Ensures compliance with the clinics operational budget, and practice cost management. Ensure proper handling of funds, collection, verification of insurance eligibility and billing, according to applicable policies and procedures both internally and externally.
8. Ensures a safe and professional working and treatment environment for the employees and patients. Must work to mitigate, remove, and/or resolve and potential risks, hazards, and nuisances to maintain such stable and safe working and patient care environment.
9. Performs the above duties while maintaining a professional appearance and attitude.
10. Works in accordance with all Toiyabe Personnel Policies and staff responsibilities.
11. Shall be cross-trained and provide office support back up as needed in absence of staff members.
12. Performs other duties as assigned.

**Description reviewed: Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date** \_\_\_\_\_