



## **NOTICE OF JOB VACANCY**

### **JOB TITLE: HEALTH CENTER MANAGER**

#### **JOB DUTIES:**

The Health Center Manager manages and coordinates the day to day operations including customer service, clerical functions, patient scheduling and registration, telephone interface, outreach, medical records, social work, nutrition and referrals. Coordinates and ensures adequate staffing at the clinic. Coordinates office operations and procedures to include: preparation of electronic payroll, information management, filing systems, requisition, acquires, and storing of supplies and clerical/financial assistance services to ensure uniformity with the other Health Centers. Serves as super user of Electronic Health Record (Electronic Medical Record System). Ensures completion of daily billing, submission of electronic super bills and analysis of utilization and financial reports. Oversees the VFC- Vaccine for Children, Michigan Care Improvement Registry (MCIR) and other vaccine programs. Ordering Vaccines, Maintaining MCIR Log Registry, Maintaining and Balancing Registry, providing MCIR ID's and training for new employees. Coordinates workflow, processes, and procedures. Analyzes and recommends changes to workflows, processes, and procedures as needed to improve efficiency and effectiveness in the Health Center. Implements and recommends as warranted, administrative policies and procedures as required. Coordinates, schedules, and ensures that employees complete appropriate and required in-service and other on-the-job training. Coordinates and works with other Health Center staff to ensure that new floats, students, or employee refresher and remedial training needs are met in a timely manner. Assist in development and monitoring of Continuous Quality Improvement (CQI) activities. Participate in Continuous Quality Improvement (CQI) activities at a corporate level. Prepare reports regarding outcomes. Ensures a healthy and safe working environment for all employees taking appropriate steps to ensure that all employees are aware of and follow safe working laws, regulations, and practices. Coordinates and works with clinic staff, security and maintenance to ensure a safe environment for all staff, patients and visitors. Ensures that incidents involving staff, patients or visitors are appropriately documented. Implement and comply with corporate, state and federal rules and regulations that apply to the administrative areas including, but not limited to, HIPAA, state contract(s), Michigan laws, state and federal guidelines. Ensures that Medical Centers are in compliance with privacy and security regulatory requirements of the federal Health Insurance Portability and Accountability Act (HIPAA). Ensures that Medical Assistant staff is in compliance with regulatory requirements of annual Blood Borne Pathogen Training and Exposure as mandated by the Occupational Safety and Health Administration (OSHA). Coordinates maintenance and renovation activities at the Health Center. Work with the Medical Director, Providers, and other Health Center staff to develop and maintain programs/initiatives. Is cognizant of and coordinates with the established Health Center strategic plan and available resources. Is cognizant of, and utilizes as appropriate, insurers' programs/initiatives and information. Responsible for implementation of performance management development process, coaching and counseling of staff. Administer and adhere to corporate and departmental policies, practices and procedures. Provide and support an environment that fosters diversity and recognizes the contributions of all individuals. Ensures customer Service Excellence is practiced daily with internal and external customers to the organization. Performs other duties as needed and/or assigned.

#### **REQUIREMENTS:**

Formal education required is a Bachelor's degree in health care administration, health information management, management administration, business administration, related field or equivalent years of work experience. Candidates with Associates degrees in business or health care administration may substitute an equivalent combination of education and experience for Bachelors degree. Minimum five (5) years experience in healthcare with a minimum of three (3) years experience in managerial/supervisory position. Familiarity with managed care and healthcare insurances. Medicaid and Medicare knowledge/experience an asset, two (2) years experience working in a community-based setting or healthcare organization; ability to initiate and maintain positive working relationships with TWPMC staff and other external organizations and agencies; ability and willingness to provide emotional support, encouragement and motivation to patients; basic computer skills, including all MS Office products; excellent communication skills, both verbally and written; access and use of reliable, personal, vehicle, with proof of insurance; ability to work flexible hours, including evenings and weekends as needed; knowledge of community resources; and ability to plan community events; ability to plan and/or facilitate health education groups. **DESIRABLE:** Associates or Bachelors in human services, community/public health, or related field (or equivalent experience). Knowledge of medical terminology. Successful completion of a Community Health Worker formal training/educational program; Certification in Healthcare Enrollment or obtain certification within 60-days; Valid Michigan's State Driver's License.