



Greene County Health

Job Description

Job Title: Site Manager

Classification: Full-time, 40+ hours per week

Education Required: A.S. Nursing degree from an accredited school, required

Certification/Licensure: Registered Nurse with a current State of Indiana license

Reports to: Operations Director/Clinical Director

Creation Date: 12/16/2014

Revised Date: 02/09/2017

Job Summary

The Site Manager contributes to GCH's mission and goals of client satisfaction, quality of care, and productivity by ensuring the clinic operates according to federal and state funding guidelines; supervises the clinic staff; ensures quality of care and efficient management of the clinic's processes and programs.

Essential Functions and Responsibilities

- Assist in the development and review of policy and procedures and assure all staff adheres to them in order to improve patient care and utilization of health center resources.
- Supervise and coordinate various personnel actions including, but not limited to, recruiting, directing, training, competencies, performance appraisals, promotions, monitoring time and attendance, and vacation schedules to ensure the clinic operates in an efficient manner and patients receive high quality customer excellence.
- Remain knowledgeable of support staff's roles and responsibilities, as well as all areas of practice in order to provide continuity of services during position vacancies; maintains work schedules for all staff.
- Plan and oversee practice activities including monthly staff meetings and preparing agendas.
- Coordinate with Finance on billing issues, assuring encounters are closed timely and the budget process is maintained.
- Ensure all patient concerns are handled correctly by recommending and implementing corrective actions including documenting and reporting of results.
- Ensure the smooth and timely flow of patients through scheduled appointments by following-up, researching as needed.
- Monitor and ensure that all staff possess a high quality appearance, practice knowledge, and professionalism, assignment of mentors and actively participates in new staff onboarding process.
- Provide leadership, conflict resolution, motivation and promote team work of subordinates in achieving agency goals and productivity thresholds.
- Assist other members of the management team in developing ongoing patient care and management objectives.

- Maintain compliance standards in accordance with the Compliance policies, FTCA and the Code-of-Conducts and report concerns timely and appropriately providing resolution and follow-up to the GCH Leadership Team.
- Familiarity with, adheres to, and ensures employee manuals, job descriptions, GCH policies and procedures, manuals, OSHA, HIPAA and GCH regulations are maintained and followed by every staff member.
- Responsible for implementing and/or overseeing the production and maintenance of office and patient forms.
- Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
- Responsible for ensuring all assigned staff have adequate equipment, materials and supplies to complete their assigned tasks in an efficient, safe, and cost effective manner.
- Respond quickly in crisis situations and assure all staff are knowledgeable of safety policies and procedures.
- Conduct emergency drills and assure documentation is recorded and available for inspections.
- Responsible for assuring the facility is maintained in cleanliness, sanitary, safe and orderly manner.
- Other job responsibilities as assigned within the scope of job

Job Requirements

Education: A.S. Nursing degree from an accredited school, required.

Certification/Licensure: Registered Nurse with a current State of Indiana license.

Experience: 3-5 years prior administrative and supervisory experience required. 3-5 years of health clinic, family medical practice, or hospital administration experience preferred. Excellent communication skills required.

Physical Requirements: Frequent sitting, standing and walking. Good visual acuity. Ability to stoop, bend, and reach. Involves routine exposure to blood or body fluids. Majority of work is non-strenuous with some onsite work at various clinic locations; some potential risk from disgruntled or disoriented patients, employees, and/or clinic environment. Must be able to operate general office equipment, including computers, telephone, etc.

Travel Requirements: Will travel to all clinics across Greene County regularly. Other travel is minimal.