

# **GREENSBURG FAMILY PRACTICE AND HAVILAND CLINIC**

## **JOB DESCRIPTION**

**POSITION** Clinic Manager - Full time 32 – 40 hours/week

**SUMMARY** The Clinic Manager is responsible for the overall operations of Greensburg Family Practice and the Haviland Clinic in order to provide high quality and cost effective clinical services.

**EDUCATION** BA degree

**EXPERIENCE REQUIRED** Previous managerial experience preferred

### **ESSENTIAL RESPONSIBILITIES**

1. Works with staff and providers in continually improving patient care
2. Holds monthly meeting to identify problems and come up with solutions to correct them.
3. Fills in when needed at the front desk
4. Assists with filing, phone calls, taking messages, etc.
5. POC for other departments
6. Insures clerical coverage at both clinics
7. Resolves patient complaints, completes incident reports when needed
8. Counsels staff on performance and mediates conflicts
9. Works both clinics to insure continuity of operations
10. Conducts QA reviews
11. Responsible for RHC compliance
12. Resolves daily operational issues
13. Liaison between providers and staff
14. Credentials for providers
15. Applies for provider's numbers through Medicare, Medicaid, BCBS
16. Works with CBO to improve billing/collection procedures
17. Works to create an enjoyable, productive work environment
18. Completes timesheets and turns in required paperwork to payroll
19. Performs other related duties as required.

***This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the Department.***

**SUPERVISION** Reports to the Administrator. Must be able to work independently

### **PHYSICAL REQUIREMENTS**

- Requires extended periods of time, sitting and/or standing.
- May be required to lift up to 30 lbs, such as files, cases of photocopy paper, etc.
- Sitting in a normal seated position for extended periods of time.
- Requires reaching by extending hand(s) or arm(s) in any direction. Finger

dexterity required to manipulate objects with fingers rather than with whole hand(s) or arm(s), for example, using a keyboard.

·Ability to see within normal parameters.

·Ability to hear within normal range.

·Ability to move about.

·Communication: Exchanges non-routine information using tact and persuasion as appropriate requiring good oral and written communication skills.

**MACHINES TO BE USED** Telephone, photocopy machine, computer, fax machine

**ENVIRONMENTAL** Indoor, general hospital environment

**SPECIAL SKILLS** Must be professional and courteous at all times; Must be able to handle and prioritize many tasks simultaneously; Good typing skills; Effectively utilize time, showing self-confidence, exhibit enthusiasm for work; Full knowledge of computer use; Experience preferred in Microsoft Word, Excel, Internet. Work well without direct supervision and must be familiar with general office procedures.

**TRAINING AFTER HIRE** Training programs that apply to position or enhance job performance will be required. Hospital wide in-service attendance will be required.

**SPECIAL LICENSES REQUIRED** None

**DESIGNATION FOR ACCESS TO HEALTH INFORMATION**

Choose appropriate designation

- Demographic information only
- Financial information only
- Clinical information only
- All patient information for patients receiving physical therapy services



I have reviewed the above job descriptions and requirements and verify that I can meet all the specified duties and requirements.

I understand that Kiowa County Memorial Hospital operated under lease by Great Plains of Kiowa County, Inc. (KCMH) cannot guarantee my employment and that KCMH can change wages, benefits and conditions of my employment at any time.

I understand that in the performance of my duties as an employee of KCMH, I must hold in confidence all that pertains to the patient, relatives and all other employees. Furthermore, I understand that intentional or involuntary violation of my employer's confidentiality may result in immediate termination of employment for cause.

I understand that a conditional job offer is extended, pending pre-employment physical.

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*Employee signature/date*