



OPERATIONS MANAGER

Department: Health Clinic

Supervised By: CEO

Supervises: Medical Records Clerk, Referral Coordinator, Customer Service Representative, Patient Care Coordinator, and Floor Supervisor

Location: Health Clinic

FLSA Status: Exempt

ORGANIZATIONAL OVERVIEW

The Achievable Foundation (Achievable) is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

JOB SUMMARY

Reporting to the CEO the Operations Manager is responsible for directing day-to-day operations. Monitors compliance with internal policies and procedures, contractual requirements and external regulatory guidelines. Directly supervises LVN, medical records, referrals, care coordination, and call center staff.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Responsible for the day to day operations, ensuring health center is staffed appropriately
- Serves as a liaison between the practice and the administration to ensure quality patient care, excellent customer satisfaction, efficient operations
- Serves as lead staff member on the preparation of external audits (i.e. HRSA site visits, health plans, MHLA), assists with facility review, chart review and personnel review.
- Develops and maintains effective operational systems to file, track, and monitor contracts and associated regulatory requirements and submissions
- Implements corrective action plans as result of any findings
- Develops, implements, and enforces policies and oversee the staffs' compliance to policies
- Monitor key performance indicators and prepare information for discussion during weekly leadership meetings
- Serves as an integral member of the Quality Improvement Committee
- Serves as a liaison between HRSA and Achievable
- Recruits, hires, supervises, evaluates, and as necessary disciplines direct reports
- Oversees the referral process to ensure timely access to specialty care
- Oversees call center, ensuring calls are answered in a timely manner and are handled appropriately and efficiently
- Reviews, approves, and submits timely staff timesheets for payroll processing
- Provides training for staff both in a group setting as well as one-on-one
- Reviews, approves and manages time off requests to ensure appropriate staffing levels
- In conjunction with HR, tracks and maintains licensure and certification for all team member requirements to ensure compliance
- Works with management team to ensure operations and relations are effective
- Attends required meetings and participates in committees as requested
- Fosters an environment of collaboration, professionalism, patient/colleague safety, quality care, continuous improvement and reward and recognition



- Performs other duties as assigned

QUALIFICATIONS

- Bachelor degree in management or healthcare administration, or equivalent work experience
- A minimum of three to five years' experience working in ambulatory care setting, FQHCs preferred
- Leadership/management experience required
- Supervisory experience is required
- Must have the ability to decipher complex systems and information in order to provide easy to understand summaries for staff, patients, or the general public
- Must have knowledge of factors impacting patient flow in order to streamline processes
- Must possess an understanding of private and public health plans
- Must have a working knowledge of personal computer applications; knowledge of electronic health records is a plus
- Ability to maintain patient confidentiality and adhere to HIPAA regulations
- Must be able to interact with people of various socioeconomic statuses
- Ability to address sensitive issues with tact and diplomacy
- Strong communication skills both verbal and written
- Ability to train one-on-one and in-group settings
- Ability to have strong organizational skills and be able to work with frequent interruptions or shifting priorities

PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push, and lift; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work. Manual dexterity to operate computer and other office equipment required.

The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made.

Interested candidate should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.