



## Position Description

<b>POSITION TITLE:</b>	<b>PEDIATRIC AND WOMEN'S HEALTH DEPARTMENT MANAGER</b>
<b>FSLA Status:</b>	Exempt
<b>REPORTS TO:</b>	Chief Operating Officer
<b>HOURS:</b>	Full-Time Position, 40+ hours per week. Varies with clinic and meeting schedules, may include evenings and Saturdays as required to fulfill job duties.

### POSITION SUMMARY:

The Pediatrics and Women's Health Department Manager is an important member of the clinic operations team. This position supervises and coordinates all back office activities for two key clinical departments. All activities are carried out in communication with and under the direction of the Chief Operating Officer.

The Pediatrics and Women's Health Department Manager is responsible for operations and patient services to ensure that the patient flow operates efficiently, effectively, and the support staff delivers high quality health care. Direct reports include: the Floor Supervisors for Women's Health and Pediatrics, medical assistants and other back office support staff. Responsible for Department support staff scheduling, meeting productivity goals, operational management and quality improvement. This position is a member of Clinical Operations supporting Patient Centered Medical Home standards and Team Care practices

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### Supervision

- Directly supervises Pediatric Floor Supervisor and Women's Health Floor Supervisor, oversees contracted imaging services and technicians.
- Provides and arranges for orientation, training, supervision, and evaluation of clinical support staff to ensure their compliance with all health center policies and procedures and efficient and effective delivery of patient services.
- Conducts monthly group and individual staff meetings with clinical support, allied health staff and department providers to discuss performance, operational issues, improvement activities, policies, and procedures.
- Responsible for meeting with Pediatric and Women's Health Floor Supervisors to ensure that support staff work assignments and daily operations are being managed efficiently including consistently anticipating for fluctuations in patient demand and staffing levels throughout the day, the week, the month and by seasons.
- Responsible for department support staff performance including;
  - Evaluates performance and recommends merit increases, promotions and disciplinary actions.
  - Conducts Position performance evaluations on an annual basis with significant input from the Floor Supervisors.
  - Assigns and completes Position assignments and work schedules; approves leave requests, completes bi-weekly payroll timesheets.

- Resolves staff performance issues and complaints in accordance with the clinic's policies and procedures.

### **Operations**

- Maintains and improves departmental operations in conjunction with the COO and other clinicians, allied health service staff, and administrative staff.
- Assures daily efficient back office patient flow to meet cycle time goals in a culturally competent, professional and courteous manner that promotes customer satisfaction.
- Promotes employee and patient safety needs, communicating these needs with recommendations, as appropriate, to the COO.
- Monitors and resolves patient complaints, documents, and responds in accordance with the clinic's policies and procedures.
- Assists the COO in monitoring patient utilization of programs and services to assure that RFHC goals are met.
- Coordinates provider and nursing schedules for Women's Health and Pediatrics to assure that all changes are properly communicated and workflow is smooth.
- Assures that the Women's Health and Pediatric Department back office services adhere to all regulations and legal requirements in consultation with the Medical Director including compliance with California Clinic Facility Licensure regulations and all other local, state and federal regulations relevant to community health centers.
- Participates in the development and improvement of Departments' operational systems and the assignment of responsibility to support staff through their Floor Supervisors
- Directs and guides Floor Supervisors as they work with their supervisees to ensure that staff are performing team care including but limited to daily huddles, scrubbing charts, patient agenda setting, and discharge follow-up.
- Monitors the translation needs of providers and patients, identifies problem areas, and make changes, as necessary.

### **Administrative Duties**

- Meets regularly with the COO, Operations Team and other Managers as directed.
- Help establish/implement goals, objectives, policies, procedures and systems for assigned administrative areas.
- Participates in the planning, development and implementation of system improvements.
- Drafts, updates, and monitors appropriate procedures to implement clinic policies pertaining to Pediatric and Women's Health patient flow.
- Performs other duties as assigned and requested.

### **General Agency Duties**

- Fosters an environment that promotes trust and cooperation among patients and staff; maintains strictest confidentiality concerning all patient and employee information.
- Promotes and exemplifies in action, the mission, goals, policies, procedures and principles of RFHC to supervisees and other clinic staff.
- Participates in outreach activities, agency advocacy, and serves on ad hoc committees, as requested.

### **QUALIFICATIONS**

- Bachelor's degree in Nursing with Three (3) years experience in outpatient clinics, community health centers or physician office concentrating in Women's Health and/or Pediatrics - OR

- **Five (5) years minimum** previous experience managing multiple departments with different needs, preferably in Women's Health and/or Pediatrics.
- Previous management experience in outpatient clinics, community health centers or physician office concentrating
- Ability to communicate effectively both verbally and in writing in a professional manner; Spanish language competency highly preferred.
- Computer literacy required; familiarity with the use of Microsoft Windows.
- Experience with the implementation and utilization of electronic practice management systems. Knowledge of the principles of practice management systems required.
- Demonstrated knowledge and experience in the effective and efficient delivery of outpatient clinic operations.
- Ability to take initiative and to exercise independent and sensible judgment; demonstrates decision-making and problem-solving expertise.
- Ability to provide proactive, positive, calm and overall effective leadership for the clinic staff in the delivery of day to day back office clinic services.
- Demonstrated ability to motivate, supervise, train and work respectfully and effectively with a culturally diverse clinic staff.
- Ability to collaborate and work effectively with the management team, patients, the public, community members and external agencies.
- Must adhere to standards of confidentiality

Qualified applicants please send resumes to: [resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org) or  
FAX: 650.321.8576