



Job Description: Health Center Manager

Reports to: **Clinical Services Manager** with the supervision of the licensed health care professionals who provide medical services to patients as needed.

Supervises: Health Information Management Coordinator, all volunteers including general volunteers, scribes, eligibility specialists, greeter, front desk staff, medical records staff and licensed health care professionals, and security.

Shift Hours: Full-time, Exempt. Follows agency's business hours, with evening or event hours as required or needed.

Position Summary:

Supervises the daily operations at one of its health centers. Aids in the promotion of an environment of collaboration and ensures a positive experience for all team members, volunteers, and patients. Primary responsibilities include the management of the delivery of all health services as well as the maintenance of a positive working relationship with the facility personnel and volunteer staff responsible for providing quality health care through the day-to-day operation of the Shepherd's Hope Health Center.

Core Responsibilities:

- Partners with the Health Center's Associate Medical Director and VP of Operations to ensure that licensed health care providers provide high quality medical care.
- Supervises all volunteers (licensed and lay) to ensure that policies and organizational guidelines are met.
- Communicates regularly with the Volunteer Program Coordinator on all Health Center volunteer staffing needs/requirements in a timely manner.
- Submits PRN Volunteer Scheduling needs to Volunteer Program Coordinator.
- Responsible for coordinating communication and scheduling of patients for medical follow up visits following abnormal test results.
- Ensures adherence to HIPAA guidelines, security of medical records, medical supplies, pharmaceuticals, and the facility. Ensures the confidentiality of personnel issues, patient information, and donor activities according to HIPAA and agency policies.
- Facilitates regular and refresher training for volunteers in all positions.
- Responsible for the maintenance of all records, including patient records, the records of documented volunteer hours, receipt of medical equipment; and submits weekly



complete and accurate clinic stats (encounter form, patient and volunteer sign-in logs, and DOH 1032 forms).

- Ensures the clinic has adequate supplies and working equipment.
- Attends the meetings of the Health Center Advisory Committee, monthly staff meetings, and company-wide special events.
- Pursuant to the Florida Health Volunteer Health Care Provider Program requirements, ensures that all LHCP volunteers are on the DOH active list and that DOH forms 1032 and 1032E are accurately completed for each patient visit.
- Communicates potential clinic closing at least 48 hours prior to the scheduled clinic.
- Ensures completion of annual Patient and Volunteer Surveys.
- Recruits and attracts new volunteer medical providers to partner.
- Responds to email and telephone correspondence in a prompt and timely manner.
- Other duties as assigned.

Organizational Responsibilities:

- **Values, Ethics, and Integrity:** Is ethical and exercises high integrity in all decisions/actions. Takes responsibility for own actions. Honors the organizations values of faith, respect, people, and service.
- **Community of Learners:** Attends trainings or utilizes other resources to keep up with trends and latest research and uses results to improve programs/departments. Embraces learning and strives for self-improvement. Shares information with team members.
- **Accountability:** Uses organizational knowledge to continually identify and recommend innovative ways to increase productivity and profitable revenue growth. Sets and pursues goals to impact productivity and profitable revenue growth and works aggressively to achieve them.
- **Teamwork:** Develops and maintains positive and collaborative relationships with others to get the job done. Inspires others and helps them embrace the vision of Shepherd's Hope. Assists in creating and building a positive agency culture. Seeks input from team members and builds consensus. Is a role model for respecting and valuing team members and patients differences, perspectives, and unique attributes and won't ask staff to do something they wouldn't do themselves, inspires others.
- **Financial Acumen:** Has comprehensive knowledge of relevant business variables/levers through which performance can be meaningfully improved and executes based on this knowledge.



- Community and Stakeholder Partnerships: Builds partnerships with community groups/businesses to support agency goals, engages in community activities to spread word about Shepherd's Hope and assists in furthering the positive reputation of Shepherd's Hope.
- Coaching: Provides regular, timely, specific, and candid feedback and appreciation, including both constructive and positive messages (praising in public/criticizing in private). Teaches others both how something is done and why it is done to ensure full understanding, Serves as a mentor and guide. Team members are comfortable bringing issues and feedback.
- Conflict Resolution: Proactively searches for ways to resolve current or potential conflict in a manner that addresses the root cause of the issue and meets the needs of individuals and the organization. Generates win-win solutions to conflicts.
- Problem Solving: Is an innovative problem solver who looks for new and better ways to achieve agency goals and is open to and shares new ideas.
- Human Resources Development: Assists with the recruitment, selection, nurturing, and retention of effective teams, designs and implements comprehensive on-going professional growth opportunities for team members.
- Compliance/Follow Up: Adheres to state and federal state laws/mandates and policies. Shepherd's Hope policies and procedures and deadlines. Timely completes and turns in reports/other documents. Does what they say they are going to do, organized, meets deadlines, and communicates if unable to meet deadlines, maintains commitment to goals in face of obstacles and frustrations, has a strong sense of urgency about getting work done.
- General Leadership: Is a visible and accessible leader, works well under pressure, keeps a positive image.
- Safety and Security: Supports and promotes the confidential nature of patient, donor, and employee matters and encourages all to uphold the highest level of confidentiality. Works to protect patients, volunteers, staff, and all visitors from hazards seen and unseen.

Physical Requirements:

Must be able to read, write, and speak professionally and will often have extended durations of time seated.



Preferred Qualifications:

- Two years of college education or equivalent experience in health or social service areas.
- Management experience.
- Supervision and nurturing of volunteers in the medical industry.
- Must be an effective and respectful communicator, both written and oral.
- Must have a solid medical terminology vocabulary.
- Preferred Bilingual in English and Spanish-speaking or Portuguese-speaking with proficient reading and writing in both languages.

Education and/or Experience:

- Bachelor's degree or equivalent experience.

Compensation Range:

This is a full-time position and salary commensurate with experience.

Benefits:

Eligible for benefits.

Shepherd's Hope is an equal opportunity employer. It is our policy to recruit, hire and promote persons in all job classifications without regard to race, color, gender, age, religion, national origin, disability, veteran status, marital status, or sexual orientation.

