

Onsite Employee Health and Wellness Clinic Manager

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM CLARKSVILLE, TENNESSEE JOB DESCRIPTION

Job Title: Onsite Employee Health and Wellness
Clinic Manager

Department: Onsite

Job Description

Date Reviewed: July 2021

Reports To: Safety and Health Director

Grade: 502

Calendar: 12 Months

Purpose of Job

The Clinic Manager provides all direct supervisory leadership and instructions to Onsite staff. The Clinic Manager administrates all aspects of the Onsite Medical Program under the direction of the Onsite Medical Administrator. The program has six locations and has full-time and part-time office and medical staff, which include Certified Nurse Practitioners and Physician Assistants. The average census of the program is more than 25,000 yearly patient visits. The primary focus of the Clinic Manager is to ensure optimal performance of the Onsite clinic by engaging in effective patient service, providing caring, compassionate, respectful, and quality medical care of all patients. The Clinic Manager provides guidance and oversight for all staff by instructing, training, and evaluating them in developing methods and procedures for their assigned areas. The Clinic Manager provides direction for all office, clinical, and administrative staff in the clinic. The Clinic Manager handles all contracts regarding maintenance of an Onsite Supervising Medical Director.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Utilizes effective problem solving and conflict resolution strategies for staff, patients, and families to maintain successful clinic operations.
- Coordination of health services with local health organizations to promote availability for current Onsite patient needs.
- Provides feedback and coaching to all Onsite staff members, recognizing them for their contributions while fostering a high performance culture, and encourages reflective conversation with employees with the goal of providing positive patient experiences.
- Monitor and adjusts delivery of patient services to include reviewing physician/provider activity/schedules.
- Oversees the patient record system (Electronic Health Record). Maintains timeliness of patient services. Coordinates reports from the Electronic Health Record and their utilization of patient health information.
- Develops and uses patient surveys to increase patient satisfaction and participation.
- Educates staff and patients regarding patient portal usage (in EHR) for patient scheduling, and patient ability to access basic health information.

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- Oversees Onsite Clinic services promotions to both County and CMCSS departments.
- Helps to ensure compliance with CLIA, OSHA and ADA standards and regulations; notifies his/her supervisor and corrects deficiencies immediately; maintains clinic areas for patients, guests and employees in a safe, friendly and comfortable environment.
- Complete various reports, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
- Functions as the clinic liaison with patients, businesses, and faculty.
- Recruits, supervise, and directs all Onsite staff to ensure the clinic operates in an efficient manner and that the patients receive high quality customer service.
- Reviews and implements Onsite policies and procedures and update as needed.
- Oversees the submission of all laboratory and radiology results for medical providers and ensures that results are submitted inside the patient's medical records after the provider has reviewed.
- Ensures proper inventory and orders vaccines, medication, supplies, office supplies and other supplies on a monthly basis. Ensures storage and proper handling of vaccines and medication according to CDC guidelines.
- Completes Onsite reports and submits copies immediately to CMCSS Safety and Health Department office.
- Promotes and oversees maintenance of all patient, employee, and computer data confidentiality.
- Ensure compliance with the policies and procedures set forth by CMCSS by all clinic staff members.
- Ensures that all licensed staff maintain current licensures and certifications regarding BLS, MA, LPN, RN, NP, PA, NPI, and DEA numbers.
- Ensures that nursing staff completes all direct nursing care "due" at the time of patient visit to ensure 100 percent compliance, under the direction / orders of the NP/ PA / MD.
- Oversees the development and implementation of efficient patient processing.
- Provides for staff development, clinical training and orientation of all Onsite employees. Arranges attendance of special conferences, seminars, and education courses.
- Works with the Insurance Trust to research and expand clinic services and facilities, while promoting cost effective, quality patient care and encourages monetary savings for all Trust members.
- Facilitator and developer of all duties required to operate Onsite infusion clinic services.
- Researcher and developer of all plans involving potential Onsite physical therapy centers and potential Onsite mental health patient services.
- Attends meetings, seminars, and training sessions as required to remain knowledgeable of medical trends to promote improved job performance.
- Maintains an affiliation with professional groups, medical associations, and medical organizations per policies established and ensuring that CMCSS is positively represented in all meetings of these associations and organizations.
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Additional Job Functions

Performs other duties as required.

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Minimum Training and Experience Required to Perform Essential Job Functions

- Graduate from an accredited Registered School of Nursing preferred; valid to practice nursing in the state of Tennessee or management experience in other healthcare field will be considered.
- Degree in Administration or Health related field with five years of job related experience, including two years of prior supervisory experience preferred.

KNOWLEDGE OF JOB

- Excellent verbal and written communication skills, interpersonal and time management skills, and leadership and organizational skills.
- Excellent computer skills; knowledge of Microsoft Office, including Word, Excel, Access, Outlook, and PowerPoint.
- Previous clinical experience in primary care office.
- Ability to proceed on own initiative using independent judgment and discretion.
- Possess knowledge of specialized terminology including medical, and legal.
- Ability to work independently or as part of a team.
- Ability to make recommendations to effectively solve problems, using judgment consistent with standards, practices, policies, procedures, regulations, and/or government law.
- Ability to focus on details, handle multiple tasks, and remain highly organized in a fast-paced environment.
- Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and equipment such as computers, printers, copier, calculator, telephone. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to forty pounds of force occasionally, and/or up to twenty pounds of force frequently. Must be able to lift and/or carry weight of forty to sixty pounds. Must be able to respond quickly to emergency situations in the school. Physical demand requirements are at levels of those for medium to heavy work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information, Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation,

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directions, instructions, and methods and procedures related to job Clinic Manager. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice. Requires knowledge of standard medical terminology and abbreviations.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to Health Services.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and elected officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape visually with office equipment

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using office equipment and medical equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have eye/hand coordination sufficient to administer medications to include insulin.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and elected officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

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The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the School System may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date