

M A R Q U E T T E   G E N E R A L   H E A L T H   S Y S T E M

JOB DESCRIPTION

POSITION: Clinic Manager DEPARTMENT: Clinic Administration  
(8060) 8840

SUPERVISED BY: Manager, Clinic Business SUPERVISES: Clinic Employees  
Operations

EFFECTIVE DATE: August, 1993 JCC: 816

REVIEW DATE: 7/95; 1/97; 3/98; 2/99 REVISED DATE: 7/95; 12/95; 1/97;  
1/00; 6/02; 1/03; 9/08 3/98; 2/99; 1/00; 6/02; 1/03; 9/08

PREPARED BY: Judy Girard TITLE: Manager, Clinic Bus. Operations

RECOMMENDED BY: Thomas Moser TITLE: Senior Vice President/Phy. Prac.

APPROVED BY: David S. Smith TITLE: Senior Director/Human Resources

**POSITION SUMMARY:**

Directs functions and activities of Clinic.

**POSITION ACCOUNTABILITIES/COMPETENCIES\*\*:**

Does  
Meets Not  
Meet\*

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,3,5)
- 2. Selects, trains/orients, and assigns department staff (as delegated by Director). Develops standards of performance, evaluates performance, and initiates or makes recommendations for personnel actions. (1,2,3,5)
- 3. Assists with the development of department goals and objectives, establishment and implementation of policies and procedures for department operations. (1,2,5)
- 4. Assists with the development of department operating budget and ensuring that department operates within budget. (2,5)
- 5. Assists with the preparation and maintenance of department reports. Prepares periodic reports for senior management, as delegated by the director. (5)
- 6. Assists with the development and implementation of the performance improvement program for the Clinic. (5)
- 7. Assures compliance with federal and state law and accrediting and licensing agencies as appropriate to department. (1,5)

- 8. Integrates departmental services with the organization's primary functions and coordinates with other department/services in a manner which fosters a collaborative environment for teamwork within the department and with other departments/services. (5)
- 9. Ensures and role models the delivery of excellent customer service. (5)
- 10. Coordinates all patient scheduling and clinic staffing to facilitate accessibility and continuity of care and minimize patient waiting time. (1,2,5)
- 11. Coordinates requests of physicians and office staff in regards to patient activities and needs. (1,2,3)
- 12. Demonstrates minimum acceptable knowledge, skills and abilities necessary to provide care appropriate to all ages of the patient population served, based on physical, psychological, educational and safety needs. (2,3,5)
- 13. Performs all other functions and responsibilities as assigned or requested by the Manager, Clinic Business Operations and/or the Senior Vice President/Physician Practice and Regional Operations. (5)
- 14. Enhances professional growth and development through participation in educational programs, current literature, inservice meetings, and professional conferences. (5)
- 15. Participates and attends meetings and inservices as required and/or assigned. (5)
- 16. Performs other related duties as assigned or requested. (5)

\* Comment or data needed to support this.

\*\* Those activities that employees are required to and able to perform independently following procedure and/or criteria.

### **POSITION QUALIFICATIONS:**

#### **Minimum Education/Experience:**

- Associates Degree and 3-5 years relevant health care experience -OR- equivalent work experience
- Has a knowledge of office management and the ability to implement related procedures

- Advanced education may be substituted for some experience

**Preferred Management Experience:**

- Experience in a mid-level managerial position

**Other Skills:**

- Has the ability to establish a good rapport with physicians and the public
- Is flexible and has the ability to adapt to new situations quickly and appropriately.
- Possesses excellent leadership skills and a dynamic personality

**Physical Demands:**

- Moderate physical effort (lift/carry up to 25 lbs.)
- Mostly sedentary work
- Occasional standing/walking
- Occasionally lifts, positions, pushes and/or transfers patients
- Occasionally lifts supplies/equipment
- Occasional reaching, stooping, bending, kneeling and crouching

**Working Conditions:**

- May be exposed to infections and contagious diseases
- May be exposed to the risk of bloodborne diseases
- May have occasional exposure to unpleasant patients or unit elements
- Will be subject to many interruptions
- May occasionally be subjected to long irregular hours
- Contact with patients under wide variety of circumstances
- Subject to varying and unpredictable situations
- Handles emergency or crisis situations
- Travel may be required

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(1) The performance of this function is the reason that the job exists and is a critical activity.  
(2) There are limited employees among whom the performance of this function can be distributed.  
(3) This function occupies a great deal of the employee's time.  
(4) This function is highly specialized. Employees are hired for the skill/ability to perform this.  
(5) Failure to perform this function may have serious consequences.  
(8) Exposure to bloodborne pathogens that requires use of personal protective equipment.