

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Clinic Practice Manager (Primary and Urgent Care)

EXEMPT: Yes

TARGET SALARY: \$24.16 to \$28.42/DOQ

PROGRAM: Clinic

REPORTS TO: Health Director

JOB CODE: 2M T-4

SHIFT: M-F 8-5 flex

LOCATION:

SUMMARY: The position acts as primary point of contact responsible and accountable for the administration, coordination and communication of information within the practice, among other practices, and to Administrative staff. Responsible for the day-to-day oversight/management of six staff to include both clinical and clerical employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Attend clinical and administrative meetings to contribute to Quality and Safety Improvement processes and ensure timely and accurate communication is occurring amongst medical and administrative staff.

Develop work plan to implement the Patient Centered Medical Home model into the operations. Prepare written scheme for the medical home teams and a written workflow chart of the patient process, including administrative processes that support delivery of patient care.

Compile policies and procedures into overarching STIHC Primary Care and Urgent/Emergent Care Clinic Practice Manual. Update that STIHC Primary Care and Urgent/Emergent Care Clinic Practice Manual annually.

Provide proactive supervision and performance coaching for direct reports.

Provide support and management of the day to day operations of the primary and urgent care clinic including medical, nursing, pharmacy, lab and patient registration. Develop/maintain staff schedules to ensure coverage is adequate for patient needs.

Track clinical staff leave, call requirements and holiday requirements.

In collaboration with administration, suggest and assist in the development of recommended organization charts based on the written Medical Home workflow plan or needs of the clinic. Prepare written justification for the proposed reorganization.

Identify any new staff that are essential to strengthen our operations. Identify required changes to existing staff position descriptions necessary to implement Patient Centered Medical Home standards based on workflow.

Prepare an existing workstation plan for clinical staff to support patient care workflow. Interview and collect written reports from staff and providers involved with patient complaints, adverse incidents or medical errors.

Prepare data for Quarterly review of randomly selected chart notes for integrity and standard of care to provide to the Medical Director.

Coordinate recommended in-service and/or training for quality improvement as directed by the medical director or health director.

Attend local and state meetings (in-person or via web-ex/conference calls) with community partners and agencies to network and identify additional healthcare resources for the Tribe.

Prepare quarterly reports.

Prepare presentations and communication documents.

SUPERVISORY RESPONSIBILITIES

Directly supervises 6 employees . Carries out supervisory responsibilities in accordance with the organization's policies applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and disciplining employee, addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS.

EDUCATION and/or EXPERIENCE

Must have a Bachelor's degree in public health, psychology, sociology, education or related field; OR five years of recent demonstrated high level professional and community experience may substitute for a Bachelor's Degree.

Two years of professional level experience in management in a healthcare setting.

Minimum of five years of recent supervisory experience required.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present

information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Washington State Drivers license and insurable. May be required to drive a Tribal GSA vehicle to perform job duties. If so, a driving history/background check will be conducted on the applicant.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

Must have a First Aid/CPR card or ability to obtain within 30 days of hire and maintain such training as required for continued employment.

Must complete STIHC provided Blood Borne Pathogen training within 30 days of hire and maintain such training as required for continued employment.

Must be willing and able to complete STIHC provided HIPAA training within 30 days of hire and maintain such training as required for continued employment.

OTHER SKILLS AND ABILITIES

Must have the ability to effectively interact with all levels of diverse work-force and clientele via telephone and personal contact, in a courteous, helpful and effective manner, contributing to a positive work environment.

Knowledge and complete understanding of HIPAA & Privacy Act as required as use of patient records and is an integral part of the position and privacy of individuals files must be protected to the fullest.

Must have excellent customer service skills.

Must be proficient in Microsoft Office Word and Excel.

Strong spoken and written communication skills.

Customer service experience.

Knowledge of the rationale for patient center medical home model.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

SPECIAL REQUIREMENTS

Immunization Requirements: Must be immunized against measles and rubella, or provide documentation/proof of immunity prior to employment. Employees are required to provide proof of other immunizations as recommended for healthcare workers by the Centers for Disease Control and Prevention, or of immunity to these diseases.

All employees shall have tuberculin (TB) test upon employment and annually thereafter, or have follow-up plan approved by employee health if there is a positive test. If employee is known to have a positive TB test prior to entrance on duty, no TB testing will be carried out; instead the employee shall see a physician to establish an individualized program to assure the absence of active TB in the employee, shall complete and annually system questionnaire, and must report any relevant symptoms promptly.

Special Consideration: If you are allergic to any component of the vaccine or have documented history of severe reaction to vaccine or are currently pregnant you may not have to be immunized, however, you are required to provide documentation/proof, in order to be considered for employment.

PHYSICAL DEMANDS

The physical demands described here 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 to enable individuals with disabilities to perform the essential functions. While performing duties of this job, the employee is required to stand, walk, and sit. The employee must occasionally lift and/or move objects up to 50 lbs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is performed in a health care setting and there is probable exposure to contagious and infectious diseases. Hepatitis B vaccine is recommended and offered at no cost. The work will likely include a certain amount of exposure to hostile and emotionally disturbed patients, families, and visitors. Outreach work may include exposure to outdoor weather conditions.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council

OPEN: March 4, 2019

Human Resources
P.O. Box 115
71 Makah Bay Drive
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: katherine.thompson@makah.com

CLOSE: March 15, 2019

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.