

Sauk-Suiattle Indian Tribe

Job Description

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| <u>Job Title:</u> | Clinic Office Manager |
| <u>Reports To:</u> | Health & Social Services Director |
| <u>Approved By:</u> | Ronda MetCalf, General Manager |

The Clinic Operations Manager is under general supervision from the Health & Social Services Director, the Clinic Operations Manager works closely with all Department Directors to coordinate and direct the clinic operation and clinical program activities on a day-today basis to ensure delivery of quality patient care and maximum efficiency. The Clinic Operations Manager is responsible for all operations management of the health & social services assisting in the management, leadership and direction of the Health Division with and in the absence of the Health & Social Services Director. The position is responsible for assuming decision making and signature authority in the absence of the Health & Social Services Director.

MAJOR DUTIES AND RESPONSIBILITIES

1. **Vision.** In partnership with Health & Social Services Director, the Clinic Operations Manager is responsible for assisting in developing recommendations for short and long-term objectives. Implementing strategies and meets the objectives of the Health & Social Services Strategic Plan.
2. **Program Development.** Responsible for assisting in planning, implementing, and evaluating Sauk Suiattle Tribal Health & Social Services programs in meeting the needs of the Sauk Suiattle Indian Tribe.
4. **Community Relations.** Work with the Health & Social Services Director and other tribal or community organizations to ensure that current services are needed and utilized by Sauk Suiattle Health & Social Services' target population.
5. **Oversight and Supervision:** Provide oversight and supervision of Health & Social Services Operations and/or programs to ensure they are developing appropriate work plans and carrying out assigned tasks, complying with relevant contract provisions, regulations and laws; and following the policy and long-term planning directives of the Tribal Council. Achieve compliance with applicable regulatory requirements.
6. **Financial Management.** Responsible for overseeing the formulation of budgets and accounting for all revenues and expenditures.
7. **Grant Management.** Accountable to the governing body, public and private sources for health service funding. Ensure the accurate, complete, and timely submission of reports to all required

federal and state grantors or third party payers, financial reports, forecasts, and budgets. Execute such contracts, grants, and commitments as may be authorized by the Tribal Council, or by established policies. Negotiate, execute, and modify grant and contract documents which enhance programs, activities and functions as approved by the Tribal Council.

8. **Quality.** Employ the standards of the Sauk Suiattle Indian Tribe. as the foundation for health center quality to include: patient rights, risk management, quality assurance, quality of care, facilities management, infection prevention and control, patient and employee safety, and other quality management and improvement functions.

9. **Personnel Administration.** Develop for the purpose of day-to-day administration, specific department operating policies, procedures in accordance with the Personnel Policies & Procedures of The Sauk Suiattle Indian Tribe. Implement staff development activities and training.

10. **Leadership.** Provide coordination and overall management of Health & Social Services; which includes providing technical and administrative support to program directors to institute improvements that ensure effectiveness and efficiency in the delivery of services to Tribal members. Reviews operating results of the organization, compares them to established objectives and takes steps to ensure that the appropriate measures are taken to correct unsatisfactory results.

11. **Communication.** Keep employees and the Tribal public informed of management policies and program goals. Respond to and resolve questions, inquires, and complaints from patients and staff. Develop and maintain good rapport and a cooperative working relationship with Tribal Council, medical staff and other licensed or certified healthcare practitioners, the management team, and staff.

12. **Positive Work Environment.** Maintain a professional demeanor. Practice and promote an approach that ensures open communication and accountability throughout the workplace. Create a spirit of teamwork that is the basis for employees' individual and group efforts. Champion and set an example for ethical, professional behavior in the workplace.

13. **Facilities/Property Management.** Ensure maintenance of physical properties in good and safe state of repair and operation. Ensure compliance with building, health, and inspections or other safety practices.

14. **Third Party Revenue.** Maintain an effective third party billing and collection system designed to maximize receipt of third party revenue. Supervise the business affairs of the facility to ensure that funds are collected and expended to the best possible advantage. Ensure the development and implementation of strong internal controls.

15. **Managed Care.** The Clinic Operations Manager will maximize effectiveness of Purchased/Referred Care funds for eligible Indian beneficiaries. Approve contracts for external 'rate-quote' providers.

16. **Reporting.** Keep the Tribal Council, Program Directors and Management Team updated on the status of Tribal projects, programs, and any issues, concerns, and accomplishments of Tribal staff. Ensure that legislation, regulations, initiatives, and other matters that may impact Tribal interests and operations are monitored and reported to the Tribal Council. Ensure that appropriate plans, strategies and actions are developed and implemented to address such matters and appropriate

17. **Facilitate** meetings. Facilitate or attend required meetings of the governing body, Health Advisory Committee, Management Team, Quality Improvement, Risk Management or other ad hoc groups, etc.

18. **Legal Compliance.** Ensure compliance with legal requirements including, but not limited to, patient confidentiality and risk management; compliance with the Privacy Act procedures, HIPAA, Federal, Tribal, and applicable laws and regulations.

19. **Coordination of Services.** Encourage Sauk Suiattle Health & Social Services and Sauk Suiattle Tribal Administration programs to coordinate through effective communication and cooperation on joint projects and/or program service delivery.

20. **Emergency Preparedness.** Ready/willing/able to assume a preparedness role in the event of a tribal public health, natural, or manmade disaster.

21. **Travel.** Represent Sauk Suiattle Health & Social Services and The Sauk Suiattle Indian Tribe at various meetings/gathering.

22. **Other duties.** The incumbent will be called upon to accomplish other tasks within their scope of work.

KNOWLEDGE, SKILLS, ABILITIES

- Demonstrated leadership skill and ability. Ability to communicate the mission, vision, values, goals and objectives throughout the entire organization.

- Cultural competence; ability to work effectively with the Sauk Suiattle Tribal community as well as a diverse workforce.
- Expert communication ability; technical writing skills, public speaking ability, facilitation and teambuilding ability, interpersonal skills.
- Ability to develop and maintain effective working relationships with the governing body, tribal, federal, state, regional, and local agencies, community leaders, and the tribal community at-large.
- Strong initiative, decision-making and problem-solving ability.
- Knowledge of: Indian Self Determination Education and Assistance Act Agreements, P.L. 93-638 Contracts, provisions of the Federal Tort Claims Act, General Accounting and Auditing Principles (GASB 34), Employment Law, Healthcare Law, OSHA, HIPAA, HITECH Act, Alcohol & Drug Confidentiality Laws, Corporate Compliance and the regulatory environment.
- Expert knowledge of healthcare delivery systems and healthcare management best practices to include integration of quality and service delivery across the organization.
- Ability to coordinate and integrate both the clinical and administrative aspects of a healthcare facility.
- Ability to manage through subordinate supervisors and multidisciplinary medical and support service staff and programs. Proficiency in healthcare financial and operations management. Ability to analyze, interpret and communicate financial and operations measures.
- Knowledge of information systems and technology standards, strong computer literacy, possess knowledge of computer software and applications, practice management systems, electronic health record systems, and other modern office equipment.
- Knowledge of modern principles, methods, and techniques of administration and program planning.
- Possess the tact necessary to deal effectively with patients, physicians, and employees.
- Good judgment with the ability to make timely and sound decisions.
- Able to appropriately maintain confidentiality.
- Meet dress code standards; maintain neat and clean professional appearance.

Education and/or Experience

Must have associates degree and 3 years' experience in a medical office setting.

Certificates, Licenses & Registrations:

Current Washington State driver's license required. First Aid/CPR/Blood Borne Pathogens within 90 days. AED certified. Current Food Handler's permit.

Mathematical, computer and communication skills:

- Knowledge of RPMS software and Microsoft applications
- Good working mathematical knowledge
- Excellent oral and written skills are required.

Physical Demands/Work Environment:

The physical demands and work environment 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 the duties of this job, the employee may be required to sit, stand, walk, use hands to touch, handle or feel, reach with hands, arms, and stoop and kneel, crouch, talk, hear. The employee may occasionally lift and/or move up to 30lbs. Specific vision abilities required by this job include close vision, peripheral vision and ability to adjust focus.

Culturally Sensitive:

Employees must be culturally sensitive to the customs, traditions, practices, and sovereign status of the Sauk-Suiattle Indian Tribe

Drug Free Workplace:

Sauk-Suiattle Indian Tribe is a drug-free workplace. All employees are subject to a pre-employment drug screen and random drug screening.

Background Check:

All employees must be able to pass a background check per Sauk-Suiattle Indian Tribe's Background Check Policy.

NATIVE AMERICAN AND VETERAN PREFERENCE APPLIES

Proof of Tribal enrollment and Veteran's Status is required.

This job description does not constitute an employment agreement between SSIT and the employee, and is subject to change by SSIT as the needs of the tribe and the requirements of the job change.