



**Job Title:** Regional Health Service Manager  
**Department:** Administration  
**Supervisor:** Chief Operations Officer (COO)  
**FLSA Status:** Exempt  
**Approved Date:** 1-1-18

### **Position Summary**

Manages and facilitates efficient and economical clinic operations. Works with Community Health of Central Washington (CHCW) administration and departmental/program managers to ensure that quality patient care is provided in an environment conducive to the organization. Promotes patient centered medical care and demonstrates positive interpersonal communication skills to enhance team building and a high functioning, collaborative environment.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Oversees and directs day-to-day clinic operations across multiple disciplines, departments and/or locations ensuring they are conducted in accordance with the policies and procedures established by CHCW.
2. Works with managers to develop operational budgets and reports annual business/budget planning needs for each fiscal year. Monitors the purchase and usage of supplies and equipment from CHCW approved vendors and investigates alternative purchasing sources.
3. Works collaboratively with Chief Operations Officer, Chief Quality Officer and Chief Medical Officer in the development and management of institutional policy/procedure, clinic protocols and procedures, and reviewing/updating them on an annual basis.
4. Assesses the overall operations of the clinic on a continual basis and assists the department managers, supervisors, and leads, in identifying problem areas and need for improvement, training, and/or retraining while involving COO, Site Director and others when applicable.
5. Assists Risk and Compliance Manager with implementing and monitoring Employee Health, OSHA, HIPAA, and Health and Safety programs per corporate policy.
6. Managers who are licensed as an RN are responsible for evaluating skill competency, and training and documentation of Lead RNs, specific to their job requirements and scope of practice. Provide or arrange for further on-site training based on assessment results when deficiencies are noted.
7. Creates an environment where employee engagement and feedback facilitates positive change through the promotion of the organization's culture of H.E.A.T.
8. Facilitates and assists Chief Quality Officer and Risk and Compliance Manager with the development and revision of audit tools, audit results, and action plans to aid protocol compliance, and quality patient care. Ensures compliance with all legislative, program, and funder regulations including standards of HRSA, Meaningful Use, PCMH, CMS, DOH, HIPAA and OSHA regulations and works

collaboratively with all CHCW employees in identifying and utilizing resources and strengths within the organization to solve quality improvement challenges.

9. Assures sufficient provider coverage in the clinic and that the clinic and call schedules maximize patient access and revenue.
10. Ensures that productivity, access, and quality goals are being met; identifies and improves deficiencies as needed.
11. Responsible for supporting resident physicians in their outpatient clinic responsibilities to include initial orientation, monitoring day-to-day operational practices of residents and providing clinic staff input for resident assessments if required.
12. Develops, manages and operationalizes large scale projects as designated by Corporate Leadership to include building and physical space remodels, introduction of new service lines and implementing grant requirements.
13. Acts as a liaison for outside visitors including audits, site visits and/or other parties. Builds ongoing relationships with other service providers in community and promote the services that CHCW and Pharmacy provides. Conducts community presentations, promotional activities and represent the organization as appropriate on committees and at meetings.
14. Responsible for addressing patient and insurance grievances that have been escalated from the supervisor/manager level.
15. Provides input to those responsible for provider contracts, negotiations and disciplinary action in accordance with corporate policy. Acts as a resource for legal, ethical and billing matters that arise during day-to-day operations.
16. Leads and directs staff response to emergencies, such as severe weather, fire or natural disaster, when necessary.

### **Competencies**

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**CHCW Culture** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

### **Leadership**

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures;

aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Bachelor's Degree in Business/Management, Healthcare Management or related field. Combination of equivalent education and experience may be substituted for degree.

3-5 years' experience in management and oversight of health program operations in urgent care, primary care, and/or an outpatient facility. Direct experience in staff supervision required.

**Certificates, Licenses, Registrations**

Current driver's license and auto insurance

**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 the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date