



## JOB DESCRIPTION

### POSITION:

**Practice Manager**  
Chief Operating Officer

Reports to:

Approved:

Revised:

July 20, 2011, March 24, 2013, April 8, 2015; October 23, 2017; August, 8, 2018; June 24, 2020; August 19, 2021; January 26, 2022; March 16, 2023; October 23, 2023; November 14, 2023

Department:

Administration

FLSA:

Exempt

**Basic Function:** Under the direction of the Chief Operating Officer, the Practice Manager is responsible for the overall clinic functions in a designated geographical area including the promotion of positive patient interactions, quality clinical services, positive staff and community relations and effective patient care. Responsibilities include the managing, planning, and coordinating of the operations of the clinic to include: supervising front and back office staff, monitoring the delivery of patient services, planning for space and staff allocation, overall physical plant management, and acting as liaison and representative with patients, businesses, hospitals, and vendors.

### Essential Functions:

1. Manages and directly supervises front and back-office personnel.
2. Conducts regular staff meetings and ensures designated trainings are completed and information is disseminated per Administration. Conducts Agency approved safety trainings and activities and reports completion to the Quality Improvement Manager.
3. Maintains assigned clinics in a manner that meets all State and Federal regulations. Works closely with the Quality Improvement Manager to correct findings of various physical plant audits (infection control, etc.) Ensures consistency in interior clinic design and flow based on current, acceptable guidelines.
4. Monitors delivery of patient services to include reviewing provider activity data and prepares for all changes needed or impacted by patient load, front office procedures, and policies and government regulations.
5. Coordinates human resources activities at assigned branch working closely and under the direction of the Human Resource Director.
6. Functions as the clinic liaison with patients, businesses, hospitals, academic faculty, and vendors. Troubleshoots issues and reports issues and solutions to the Chief Operating Officer. Attends community events to further the branding of Canyonlands.
7. Responsible for ensuring supply ordering at each assigned clinic displays good financial stewardship of Agency funds while ensuring required supplies are available to providers and clinical support staff. Constantly looks for ways to trim excessive spending in relation to supply (clinical and office supply) ordering.
8. Serves as emergency contact for each assigned clinic and ensures applicable agencies are aware of contact information both during and after hours.
9. Schedules providers to ensure adequate coverage dependent on patient census and anticipated increases in encounters.

10. Coordinates special clinics and activities (i.e. school physicals, flu shot clinics, etc.), scheduling clinical support and provider staff as necessary.
11. Maintains on-site medical records administration and ensures all state and federal regulations and Agency policies governing release of information is followed.
12. Takes initial patient complaint information and resolves per protocol or direction of the Quality Improvement Manager.
13. Under the direction of the Chief Operating Officer, manages clinic space planning and renovation.
14. Complies with CHC Standards of Conduct, Code of Conduct and Corporate Compliance.

**Secondary Functions:**

15. Facilitates employee appreciation activities after approval of the Director of Human Resources.
16. Use PPE as appropriate.
17. Understands role in Disaster Plan and that safety is a condition of employment.
18. Follows CHC's policies and procedures.
19. Serves on various CHC and community committees as required/requested.
20. Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remains current.
21. Other duties as assigned.

**Minimum Qualifications:**

1. Ability to perform each essential function duty satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Experience working with EMR/EHR systems.
3. Knowledge of ICD-10 and CPT coding procedures.
4. Knowledge of budgets and budget process including mathematical and accounting skills and ability to make sound financial decisions.
5. Possess a valid driver's license.
6. Knowledge of Microsoft programs and ability to utilize Outlook at an expert level.
7. Ability to read, write and speak clearly understandable English.
8. Ability to read, analyze, interpret and compose general correspondence, reports, legal documents, etc. as required. Strong administrative, analytical, and strategic planning skills. Ability to present information to management and community groups in a professional manner.
9. Commitment to improving health status of medically underserved communities.

10.Ability to travel and be flexible in carrying out the course of duties.

11.Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.

12.Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Canyonlands' security and privacy policies.

**Preferred Qualifications:**

1. Experience working in a leadership capacity in an FQHC.
2. Two years' experience in a supervisory roll.
3. Bachelor's Degree in health services management, business administration, management or a closely related field.
4. Experience working with NextGen EMR system.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in Canyonlands' Personnel Policy "*Personal Appearance*".

**Physical Requirements:**

Administrative Staff - All Levels				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision - near				X
Vision – w/assistance				X
Walk		X		
Sit				X
Handling				X
Reach outward			X	
Reach above shoulder		X		
Climb		X		
Crawl		X		
Squat/kneel		X		
Bend		X		
<b>Lift/Carry</b>				
10 lbs or less		X		
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs		X		
Over 100 lbs		X		
<b>Push/Pull</b>				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs		X		
41-100 lbs		X		
Not applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hrs per day)			
Frequently	Position requires this activity from 33% -66% of the time (2.5-5.5 hrs)			
Constantly	Position requires this activity more than 66% of the time (5.5 hrs +)			

**OSHA CATEGORY CLASSIFICATION:**

I understand that the duties that are required of me place me in a Category II.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

Travel ☒ is ☐ is not required.

It is anticipated that travel will be:

☐ 5% – 10%

☐ 50%-75%

☐ 10% – 25%

☐ 75% - 90%

☒ 25% – 50%

Canyonlands requires all staff to be vaccinated for Flu, Hep B, MMR, Tdap, Covid-19, and Varicella. New employees must be screened for Tuberculosis.

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. **Canyonlands will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. <b>I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.</b>		
Print Name	Signature	Date