**Job Title:**Clinical Manager  
**Supervision Received:**Practice Administrator

**Supervision Given:** Nursing Staff

**Job Summary:** Plan, organize and direct the daily operations of the practice in areas of responsibility.  Coordinates activities with contract employees.  Implements strategic initiatives, fundamentals of lean thinking and quality initiatives, and finds solution to problem issues.  Performs financial analysis of processes to measure outcomes.

**Job Duties and Responsibilities:**

1. Participates in the goals and objectives of the practice through providing day-to-day direction and guidance to staff.
   1. Interviews, selects, develops, and evaluates staff.
   2. Provides day-to-day staffing ensuring adequate nursing and support staff.
   3. Develops and coordinates orientation of new employees. Reviews new hire packets with new employees. Follows up with new employee and trainer weekly to assure that new hire is supported and progressing well.
   4. Ensures availability of qualified personnel, supplies, and equipment required for safety operation and quality outcomes.
   5. Coordinates and conducts performance appraisal process. Adjusts salary within established guidelines.
   6. Creates, updates, and enforces all practice policies and procedures.
   7. Ensures all nursing licenses are current and have primary source verification prior to expiration.
   8. Proactively address patient, staff, and physician concerns.
2. Supervises clinical practice to ensure compliance with acceptable nursing practice.
   1. Drafts, updates and maintains policies/standards to serve as guidelines for patient care. Identifies needs to update and review policies.
   2. Identifies and implements systems to reduce risk.
   3. Performs drills of high-risk procedures to assure competence.
3. Supports business office functions to ensure the success of financial goals established through budgeting and financial benchmarks.
4. Performs appropriate payroll functions.
5. Assure clinical staff provides information needed for billing.
6. Develops and integrates lean thinking or chosen performance improvement activity.
7. Participate in setting benchmarks and analyzes data to achieve desired outcomes.
8. Supervises the purchase and inventory of supplies within established guidelines. Works to decrease supply costs.
9. Performs patient care as needed to facilitate the clinic schedules. Trains employees during orientation and ongoing. Leads the “Learning” organization.
10. Works with outside vendors and consultants to ensure timeliness and quality of services.
11. Key role in developing, implementing an evaluating team processes and performance improvement activities to standardize functions of the entire practice.
12. Supports and assists in implementation of service programs such as Disney and other quality programs selected by the board.
13. Ensures patient satisfaction with practice.
    1. Investigates patient concerns/issues and problem solves resolution.
    2. Evaluates system issues associated with concerns and create changes to solve issues.
    3. Improves patient satisfaction scores on survey.
14. Ensures a culture promoting professional and personal growth for staff.
    1. Serves as role model.
    2. Coaches and develops staff members.
    3. Listens to concerns and promotes commitment to solutions.
15. Coordinates all aspects of office maintenance with landlord and ensures that office is well maintained. Chooses and orders equipment and service.
16. Strives to become and remain proficient in all aspects of employment by promoting and participating in educational opportunities.
17. Schedules and attends all physician and team meetings and provides timely follow up on action items. Participates in preparing agenda, assures minutes are recorded.
18. Integrates cost effective measures into nursing care and overall practice operations. Arranges for product trials and evaluations.
19. Regularly conducts/facilitates/coordinates/attends staff meetings and in-services.
20. Functions as an effective leader to staff.
    1. Communicates effectively with all members of the practice, patients, visitors, and colleagues.
    2. Be receptive and approachable.
    3. Maintains effective working relationships.
    4. Receive constructive feedback in a positive, self-developmental manner.
    5. Promotes and support the practice philosophy goals and objectives with honesty, loyalty and dependability in all interactions with patients, and fellow staff members.
    6. Promotes a positive team atmosphere.
21. Office Procedures: Participates in assuring safe environment for patients through training staff, establishing policies and procedures and assisting the physician during the case and assisting during procedures as needed.

**Education Required/Licensure Required:**

LPN licensed in the State of Oklahoma required.

Registered Nurse licensed in the State of Oklahoma preferred.

**Experience Required:**

* Management experience required
* OB/GYN experience preferred
* Excellent communication skills required
* Experience in Lean Thinking and Process Improvements preferred

**Environmental and Working Conditions:**  Work is performed in administrative and clinical areas.  Involves frequent contact with employees and patients.  Interaction with others is constant and interruptive.  On rare occasions may have contact with blood or body fluids.

**Physical Demands:** Work requires prolonged sitting, standing and walking and frequent bending.  Occasionally lifting files, paper, equipment or boxes weighing up to 20 pounds.  Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other office equipment as necessary.  Must have normal vision to view and work with computer and computer reports, and hearing acuity sufficient for telephone contact, patient, and staff interaction.

**Organizational Standards**

Understands, displays and supports organizational mission and shared values.

**Core Values:**

**Caring: By our words and actions, we create a caring environment for all.**

* We are sensitive to the concerns of our patients and our co-workers.
* We are respectful and courteous to each other at all times.
* We recognize that is a privilege to serve women at some of the most joyous and vulnerable times of their lives.

**Integrity: We work together to earn the respect of our colleagues and those we serve.**

* We communicate frequently, openly, and honestly.
* We value the contributions of all and maximize the skills of individual staff members to provide unsurpassed care for our patients.
* We adhere to the highest standards of professionalism, ethics, and patient safety.

**Knowledge: We continually improve our skills and seek innovation.**

* We recognize the achievements of our staff and colleagues.
* We help each other achieve personal growth and development.
* We support continual learning, creativity, and new ideas.

1. Produces a high volume of work with efficiency.
2. Produces quality work/demonstrates accuracy and thoroughness
3. Produces work in a timely manner.
4. Meets attendance and punctuality guidelines.
5. Keeps commitments. If delay in ability to keep commitment due to circumstances beyond control, adequately communicates the delay.
6. Safeguard sensitive or confidential information form intentional or unintentional disclosure.
7. Achieves established goals.
8. Actively participates as an effective team member. Is receptive and approachable.
9. Exhibits tact and consideration in dealing with patients and fellow staff members. Demonstrates courteous behavior through respectful and polite communication with all patients, visitors, and co-workers.
10. Consistently displays positive outlook and pleasant manner.
11. Offers assistance and support to supervisors, co-workers, and subordinates.
12. Consistently works cooperatively in group situations – Thinks win-win.
13. Works actively to resolve conflict.
14. Committed to customer satisfaction, assumes responsibility fo solving customer problems or issues. Handles customer questions, complaints, and service problems politely and efficiently.