



## ASIAN & PACIFIC ISLANDER WELLNESS CENTER

### **Clinic Operations Manager – FTR052017**

#### **Agency Description:**

Asian and Pacific Islander Wellness Center was founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are based in San Francisco's Tenderloin neighborhood. The organization's mission is to transform lives by advancing health, wellness, and equality. We are committed to serving people of all races, ethnicities, sexual orientations, gender identities, & immigration statuses. We operate a federally qualified health center in the Tenderloin neighborhood in San Francisco to provide culturally competent, patient-centered primary care and sexual health services to the most marginalized populations. In 2016, we will expand services to an additional site at the SF LGBT Center.

#### **Position Description:**

We look for candidates who share our values, and bring a willingness to contribute to our mission, and openness to developing their professional skills. The Clinic Operations Manager is responsible for the operational management of the Wellness Clinic. The position provides administrative leadership and exercises management control. The position reports to the Director of Nursing (DON) and provides support to the Chief Medical Officer (CMO) and the Finance/Administration Department.

#### **Major Responsibilities:**

##### Administrative

- Provides administrative support to all Chief/Director positions in the Clinic
- Responsible for the management of administrative, communication & marketing, and Clinic daily operational functions
- Manages vendor contracting, billing, invoice payment, record keeping, data processing, inventory supply control and purchasing functions
- Manages health insurance and other third party payer contracting, and implements health network operations according to each managed care network's guidelines
- Oversees administrative correspondence and communicates closely with the DON & CMO
- Works with the DON, CMO and other agency staff on public relations communication

##### Operations

- Oversees supply management including ordering, inventory, and reconciliation of medications, vaccines, medical supplies, and laboratory supplies
- Manages Clinic and provider/volunteer schedules, and ensures qualified staff and volunteers are available when needed, in collaboration with the DON and CMO
- Maintains a list of all the organizations and providers to whom patients are referred
- Ensures that systems are in place for referral to other health care providers (including emergency and acute care) are performed as ordered, and monitors the outcome of the systems
- Oversees collaboration between Clinic staff and billing staff on coding, practice management, and billing operations, and monitors outcomes
- Responsible for clinic facilities and safety management, including disaster planning, in collaboration with the Facilities Manager

### Quality

- Maintains the Clinic's local, state and federal licenses to operate
- Ensures staff and volunteer privileging and credentialing are updated, in collaboration with the HR department and the CMO
- Responsible for management and implementation of Clinic Policies and Procedures
- Responsible for the orientation of all Clinic volunteers and staff, and ongoing training compliance
- Implements key control and security measures in collaboration with the IT department, and assures controlled access to patient electronic records
- Maintains and documents a high level of quality of Clinic operations, and participates in and leads quality initiatives
- Constantly advances the Clinic's operational efficiency through initiatives, continuous learning (requiring national travel), and managing internal and external stakeholders

### **Minimum Qualifications:**

- Highly organized and task-oriented, and delivers high-quality work on time
- Experience in positions with demonstrated leadership qualities
- Strong written and verbal communication skills
- Ability to think analytically and creatively in order to solve problems
- Proficiency in Microsoft Word, Excel, Outlook
- Ability to work nights and weekends as needed
- Ability to travel to multiple sites around the Bay Area
- Sensitivity to issues affecting LGBTQ communities of color (e.g., Asians, Pacific Islanders, Latinos/Latinas, African Americans, Native Americans)

### **Preferred Qualifications:**

- Experience in managing the operations of a health center
- Experience managing quality and compliance programs
- Experience managing file share tools, especially Microsoft SharePoint
- Experience managing and implementing electronic health record (EHR) systems

### **Location:**

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered. Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15601841>

*We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.)*

*Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.*

*Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.*

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records*