Open Door Health Services
Job Description

Title: Practice Manager
Department: Family Practice/Pediatrics/Ob/Women’s Health
Reporting Relationship: Chief Operating Officer
Authority: Medical Assistants, Care Team Assistants, LPNs, Student Externs
Classification: Exempt – full time

General Summary of Duties: Will lead and manage daily operations in a variety of patient care activities to insure clinical support and assistance.

Typical Physical Demands: Requires full range of motion including bending, stretching, lifting patients and carrying up to 25 pounds. Must have full manual and finger dexterity and hand-eye coordination. Requires standing and walking for extended periods of times. Ability to hear and see at normal range. Requires working under stressful conditions or working irregular hours. Good computer skills are a must.

Typical Working Environment: Frequent exposure to communicable diseases, toxic substances, medicinal preparations and other conditions common to a clinic environment. Tasks involve contact with blood or body substances.

Privacy Category: Functions in the Medical Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

Specific Duties/Responsibilities:

- Responsible for hiring, evaluating and disciplining reporting staff.
- Responsible with orientation, training and working with staff to ensure they understand job responsibilities, express desired results associated with duties and resources available to achieve results.
- Works to ensure the reporting area(s) is operating effectively and efficiently in conjunction with the mission, vision and value statements.
- Provides leadership for the development and enforcement of policies/procedures designed to guide activities at a high quality manner.
- Communicates to reporting staff information, reports and materials that will lead to a clear and unanimous objective.
- Ensures the reporting area(s) engage in activities designed to effectively improve the quality of services
- Participates in planning, problem solving, continuing education and professional growth.
- Maintains knowledge of and complies with personnel, nursing, medical and clerical policies and procedures.
- Motivate and train staff to achieve peak productivity and performance.
- Works with management of other department leaders in developing, preparing and evaluating programs and activities of ODHS.
- Adheres to the standards and policies of the Organizational Privacy/Security and Compliance guidelines and other State & Federal laws. This also includes reporting to the Compliance Officer, Privacy Officer, supervisor or suggestion box any suspected unethical, fraudulent or unlawful acts or practices.
- Participates on key meetings including but not limited to Managers Meeting, Operations Meeting, various quality meetings and external meetings as necessary.
- Perform all other duties as assigned.

**Performance requirements (Knowledge, Skill, Ability):**
- Ability to strongly embrace and personify the mission of Open Door Health Services.
- Ability to demonstrate professionalism and superior customer service with patients, coworkers, and administration.
- Ability to clearly communicate, organizes, direct, prioritize and delegate work appropriately.
- Knowledge of various software programs including Outlook, EMR and practice management systems.

**Education:** RN with at least two years related healthcare experience or LPN and at least five (5) years related healthcare experience  Bachelor’s degree in nursing, business or health care administration preferred.

**Experience:** Experience in organizational leadership and leading a team. Prefer at least 5 years work experience in the health care arena in a clinic or office setting. Experience using recognized quality improvement techniques such as LEAN, PDSA cycle also preferred.

**Certificate/License:** CPR & First Aid certification plus TB certification is a plus.

The above job description has been explained to me and I understand the contents and responsibilities. I have received a copy of my job description.

Signature: __________________________________ Date: _____________________