

Open Door Health Services Job Description

Title: Practice Manager / Family Planning Program Coordinator
Department: Family Planning
Reporting Relationship: Director of Clinical Operations
Authority: Medical Assistants, Care Team Assistants, LPNs, Student Externs
Classification: Exempt – full time

General Summary of Duties: Responsible for directing and implementing Family Planning services in accordance with Open Door Health Services and Indiana Family Health Council (IFHC) Title X guidelines. Responsible for Family Planning program administration and management of the Title X grant. Incumbent will lead and manage daily operations in a variety of patient care activities to insure all functions of the clinic are operating efficiently, effectively, and in accordance with Open Door Health Services and IFHC policies and procedures.

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 the supervision of reporting staff, including hiring, training, evaluating and disciplining reporting staff based on. Open Door Health Services and IFHC guidelines
- 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 in a manner that fulfills the mission of ODHS and complies with IFHC regulations, and promotes quality, clinical competency, and efficiency
- Works with management of other department leaders in developing, preparing and evaluating processes, 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.
- Manages and Develops the Family Planning Program within the guidelines of the annual budget and IFHC guidelines.
- Identifies opportunities for improvement in the aspects of the department and works with the Director of Clinical Operations to implement process or quality improvement measures within the department
- Institute and/or provide for continuing education of Family Planning Medical and Support Staff to fulfill ODHS and IFHC funding requirements.
- Ensures staff and practice compliance with IFHC guidelines as per the IFHC Delegate Agency Manual, including completion of audits, reporting requirements, and all other ODHS and IFHC funding directives.
- Implements infection control guidelines and ensures adherence to OSHA and CLIA protocols due to potential exposure to blood and body fluids.
- Attends required meetings and in-services, and participates in committees as requested
- Manages the supply and inventory in accordance with ODHS, IFHC and 340B requirements
- Ensures all required data is captured in ISDH and IFHC databases, and audits are completed per IFHC regulations

- Assists in conducting patient care activities, such as rooming patients, assisting in procedures, completing paperwork and intake, following up on referrals, providing notification of lab results and other duties as needed by the department
- Performs related work as required, and other duties related to family planning as assigned

Performance requirements (Knowledge, Skill, Ability):

- Ability to strongly embrace and personify the Mission/Vision/Values of Open Door Health Services in themselves and their team.
- Ability to demonstrate professionalism and superior customer service with patients, co-workers, 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.
- Knowledge of and ability to apply Indiana Family Health Council (IFHC) Medical Guidelines and accepted current medical practice and standards.
- Ability to develop, implement, and apply guidelines and procedures.

Special Requirements:

- Skill in leadership, direction and motivation of staff.
- Ability to prioritize, organize, coordinate, monitor, and carry out work assignments with minimal supervision.
- Possesses understanding of individual socio-economic status and lifestyle with respect for individual differences.

Education: Degree or certification in a health-related field required; RN with at least two years related healthcare experience or LPN with at least five (5) years related healthcare experience preferred

Bachelor's degree in nursing, business, public health, 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: _____