

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



Position Title:	Associate Director of Clinic Operations
Department:	Samaritan House Free Clinics
Supervisor:	Medical Director of Health Care Services
FLSA:	Full Time/ Exempt/Salary \$70K-\$80K
Benefits:	Health and Dental, Life/LTD/AD&D; 22PTO DAYS; 9 Paid Holidays
Voluntary Benefits:	Vision, Retirement Match Program. AFLAC Salary Protection Programs; Commuter Benefits, EAP, Flexible Spending Programs

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs. We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the general supervision of the Medical Director of Health Care Services, this position will serve as a mid-level manager in a multi-function human service agency, ensuring effective interface between Clinical Services and Client Services(case management), as well as any other applicable service units within the Agency. This position will provide higher-level administrative support to the Samaritan House Free Clinics in San Mateo and Redwood City whose operations include medical, dental, mental health and other health services. This position will manage and lead major administrative functions including but not limited to Clinic Scheduling, Clinic Administrative Operations and Compliance, Data Analysis and Reporting, Clinic Purchasing and inventory control, OSHA Compliance, Human Resources support and Volunteer Management.

This position will concentrate on the management, implementation, administration and supervision of the Samaritan House Free Clinic Administrative Operations including its staff, subprograms and services. Candidate must maintain high level of communication and excellent relationships with all constituents at various levels. Grant and OSHA compliance monitoring is critical in this position. Ensure patient administrative record keeping is managed in accordance to industry compliance regulations and all pertinent data recorded by staff in assigned databases. Ensure appropriate Administrative Support to Care Providers as needed. Assist Medical Director with ensuring the overall operations related to the program's administration of service delivery are compliant with organizational, federal, state, county and local regulations and standards.

This position prefers a bilingual and bicultural Spanish Speaking candidate to serve our mostly Spanish speaking clientele of the Samaritan House free clinics.

CANDIDATE QUALIFICATIONS

Preferred job requirements and qualifications for the position are as follows:

Education and Licenses- -Bachelor's degree in business administration or human services administration or related field.

Experience-

- Minimum 4 years of experience managing the administrative functions of a medical office.

- Minimum 4 years of experience required with employee management functions- hiring, training, reviewing, and supervising staff. Strong supervision skills required.
- Bilingual/Bicultural Spanish strongly preferred
- Minimum 2 years of experience working with volunteers preferred and Non-Profit experience helpful
- Experience working in San Mateo County and knowledge of service providers in the area preferred
- Minimum 3 years working with individuals experiencing challenges such as poverty, homelessness is preferred

Knowledge, Skills and Abilities-

- Strong interpersonal, relationship building skills required.
 - Candidate must be able to consistently and effectively communicate with constituents including staff with diverse experiences.
 - A proven commitment and ability to professionally engage constituents who are experiencing very stressful life events/situations in an empathetic, compassionate and non-judgmental manner.
 - Ability to create and maintain excellent relationships with all constituents, excellent customer service. Awareness of and sensitivity to the service population’s culture and socioeconomic characteristics.
 - Must demonstrate the ability to have professional boundaries in working with all constituents
- Excellent computer proficiency required
 - Including but not limited to Microsoft office Suite, and Windows-based operating systems; ability to learn new computer databases quickly. Ability to gather and analyze data, prepare accurate and concise reports and recommendations for the resolution of systems issues if needed.
 - Ability to work with web-based programs
- Strong problem-solving skills required
 - Ability to identify and resolve issues proactively.
 - Ability to work in a fast paced work environment and successfully work well under pressure.
 - Must be solution-focused and structured in achieving objectives with all as well as able to positively manage, motivate and organize self and others to complete work
- Personal effectiveness and credibility required
 - Ability to exercise appropriate timely judgment, discretion and decision making at all times. Maintain confidentiality in all aspects of the work environment; ability to explain reasoning and conduct business within agency values and professionalism; Established ability to exercise all business with high integrity and ethics.
 - Excellent organizational, multi-tasking and prioritization skills required
 - Ability to adapt to changes swiftly and successfully and respond to delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method as needed.
 - excellent initiative and ability to work independently and with teams
- Ability to occasionally work a flexible schedule based on program needs.
- Candidate must be able to travel between the Agency’s various sites; valid driver’s license, good driving record and a registered and insured vehicle required.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

Incumbent must have the physical, visual and auditory ability to perform the essential functions of the job and respond to emergencies with or without reasonable accommodations. Candidates must be able to provide information for and engage the Agency’s Back Ground Check Process. Reference checks are performed prior to commencement of employment.

Activities may include but not limited to repetitive hand/arm motion, extended periods of standing, sitting, occasional travel, occasional bending, pulling, pushing, reaching, lifting and carrying up to 20 pounds, walking. Incumbent must be able to work in a high stress and fast paced work environment. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Protocol for safety and security is a priority.

ESSENTIAL FUNCTIONS OF THE POSITION

INCLUDING BUT NOT LIMITED TO:

1. **Clinic Administrative Operations and Compliance- OSHA, medical and dental industry, Agency**
 - Manage all administrative operations of the San Mateo and Redwood City Clinics including providing support in this effort to its subprograms.
 - Ensure excellent and consistent client service delivery in both clinics; trouble shoot department issues
 - Ensure the clinics are Compliant with OSHA, HIPAA, and Industry Regulations.
 - Collaborate internally as needed with various programs and levels involved with the operations of Free Clinics.
 - Assist Medical Director and Dental Director in ensuring adherence to policies and procedures regarding Clinic operations in San Mateo County. Must work within Agency, local, state, Federal or industry regulations at all times. Ensure staff work within same regulations.

- Oversee the Administrative operations of the clinics including supply orders, scheduling, superbill management, client file management, reconciliation of daily visits
- Supervise and support the clinic manager in Redwood City Clinic; In San Mateo Clinic supervise clinic coordinator, one medical assistant, one administrative coordinator, one program coordinator
- Oversee Volunteer management for both clinics
- Manage and evaluate administrative systems and implement any pro-active changes to better serve our clients and clinic operations overall.
- Create program guidelines as needed in collaboration with the Medical Director
- Support Clinic administrative staff by performing associated administrative duties including but not limited to patient documentation, patient communication and other record keeping information as needed.
- Ensure that responses to subpoenas for medical records, including copying records and contacting courier agency are handled appropriately by staff.

2. Clinic Data Administration and Reporting

- Ensure timely Data Base entry is being performed using volunteers
- Ensure systems in place to verify data is accurate
- Perform data analysis and reporting
- Become PrimeSuite expert user and serve as resource for basic troubleshooting issues
- Support internal and external contacts with clinic data as requested. Generate reports from PrimeSuite; the Access databases for pharmacy, diabetes, and other registries; Care Message; and other data platforms as implemented.
- Reconcile medication database with invoices

3. Clinic Workforce Management- Staff and Volunteers

- Management of paid and unpaid workforce in collaboration with the Director of Human Resources and the Director of Volunteers.
- Recruit, Train, Review and Supervise clinic paid and unpaid workforce
- Manage the human resources and payroll of Direct/ indirect reports
- Ensure volunteer work force completes necessary administrative record keeping tasks daily
- Ensure Interns and Externs provide necessary documentation supporting assigned status
- Ensure training and certification compliance for the clinic workforce is satisfied and on file; Support Dental Director in this effort as needed.

4. Work independently and within a team on special nonrecurring and ongoing projects. Act as project manager for special projects at the request of the medical director, which may include: planning and coordinating multiple presentations, and planning and overseeing the transition to Patient-centered Medical Home and Electronic Health records, or other projects as need arises.
5. Attend all assigned meetings and trainings as needed and positively represent Samaritan House in all internal and external venues. Ensure staff does the same.
6. Represent Samaritan House both internal and external to the agency as needed in a positive manner.
7. Ensure safe work environments for all and complete all incident reports within 24 hours or immediately. Ensure staff does the same.
8. All other duties as assigned.

HOW TO APPLY

Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.* Interested candidates should direct a cover letter and résumé to:

Samaritan House
 Attn: Director of Human Resources
 4031 Pacific Blvd.
 San Mateo, CA 94403
 Via e-mail: reply to posting
 Via facsimile: (650) 294-4336
 No phone calls, please!