



POSITION DESCRIPTION

Position title:	Clinic Manager- RN or LVN
Candidate:	Vacant
Department:	Free Clinics- San Mateo
Supervisor:	Associate Director of Clinic Operations
FLSA:	Full-time/Exempt/Salary
Salary:	\$75,000-\$85,000 Depending on Licensure
Effective date:	ASAP

OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the direction of the Associate Director of Clinic Operations, this position will manage the planning, organizing, and directing of patient care services in accordance with current standards and regulations so that the highest degree of quality care and patient satisfaction will be maintained at all times. The Clinic Manager directs patient assignments, staff scheduling, coordination of referrals, patient visit volume distributions, and effectively managing utilization, productivity, personnel and supplies. The Clinic Manager ensures adherence to clinical best practices to promote optimal patient outcomes and patient experience and ensures that patient needs are continually assessed through chart reviews and varies other methods. The Clinic Manager participates, as necessary, in team meetings and represents clinical staff on appropriate committees and the agency to the community.

JOB REQUIREMENTS

The Agency's preferred and required job qualifications include the following:

Education

- Minimum AA in Nursing is required
- BSN is strongly preferred

Licenses, Certification and other conditions of employment

- Registered Nurse or Licensed Vocational Nurse in the State of California required- CA RN or LVN
- Proof of Vaccination for COVID-19

Experience- Minimum three to five years

- Ambulatory clinic administration
- Management and supervision of employee teams

Knowledge, Skills, and Abilities:

- Bilingual and Bicultural English and Spanish strongly preferred.
- Superior written and verbal communication skills.
- Excellent Computer Proficiency: Experience with Microsoft Office Suite, Adobe. Ability to quickly learn computer programs and applications. Knowledgeable with use of telecommunication applications as assigned- zoom, teams skype, FB Messenger etc.
- Excellent Customer Service skills and ability to role model excellent service
- Strong employee supervision skills
- Strong ability to maintain confidentiality and maintain appropriate professional boundaries with all constituents.
- Excellent analytical skills, strong organizational and time management skills, strong and effective multitasking skills. Ability to successfully prioritize. Excellent accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast-paced work environment. Excellent documentation.
- Excellent interpersonal and relationship building skills. Must be able to work independently and collaboratively within teams. Must establish and maintain positive and effective working relationships with volunteers, staff, patients, providers, and other departments.
- High level of ethics, integrity, compassion and transparency in all interactions and conducting of business.
- Demonstrated ability to exercise appropriate and sound judgment and reasoning skills with tact and diplomacy both under normal and stressful situations. Ability to be agile and make quick sound decisions in a fast-paced work environment.
- Self-Starter required. Excellent ability to deliver solutions-based approach to problem solving in a timely manner. Creative thinker with high energy, initiative, ability to motivate, be flexible, creative and enthusiasm.
- Ability to effectively exercise conflict management skills.
- Positive and resilient attitude with ability to maintain grace under pressure. Contribute to a collegial and friendly working environment. Ability to function as a team player who promotes the concepts of collaborate work in all areas with a sense of humor and a cooperative spirit.
- Ability to meet deadlines and complete all work in a timely manner.
- Ability to follow and enforce Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related driving and safety regulations, federal, state, or local agency requirement.
- Ability to work flexible schedules, including both clinic sites, evenings, holidays and/or weekends as needed.
- Ability to independently travel to agency locations as needed- must have dependable transportation with insurance, and a clean driving record.

WORK ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES/PANDEMIC

References and background checks will be conducted by Samaritan House. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Regular and repeated use of motor coordination and hand motions for filing, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced. This position will require use of company mobile devices under normal conditions: cell phone.

Operations under Pandemic - All employees must follow the Agency's Coronavirus Protection Plan. As an essential worker, this position will operate on site during the COVID Pandemic as well as remote when needed or as assigned. All external contact will be through telecommunication methods and not in person until the Agency fully re-opens. While on job site, all employees are required to wear masks and the practice of social distancing and appropriate sanitation protocols is required at all times. Violation of Mask, Sanitation and Social Distancing Protocols will result in removal from Agency property. Position will be evaluated for equipment needs - TBD. Position must be fully vaccinated against COVID-19 and comply with any booster requirements as a condition of employment.

ESSENTIAL FUNCTIONS OF THE POSITION

The job duties listed are typical examples of work performed and are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Specific duties and responsibilities may vary depending on program needs without changing the general nature and scope of the job or level of responsibility.

- Coordinates staff and volunteer schedules to ensure appropriate staffing. Reassigns staff as necessary to provide adequate coverage.
- Assists Clinic Directors in developing and is responsible for managing the relevant discretionary clinic budget areas
- Assist with Staff Performance Management- including but not limited to approving staff payroll (timesheets); Delivers periodic and timely staff performance feedback and evaluations in collaboration with the directors as appropriate.
- Assist with Staff Onboarding including but not limited to hiring and coordinating the training and onboarding of new staff, as needed.
- Develop protocols, procedures and work standards to improve staff productivity
- Coordinates with the volunteer department to fill volunteer needs (RN, MA, administrative, etc.).
- Oversees orientation of new staff and volunteers to clinic specific policies and procedures.
- Oversees daily clinic operations and ensures that patients are being taken care of in an efficient, compassionate and courteous manner. Coordinates staffing of the check in and check out functions to optimize patient through put.
- Works with other clinic manager to coordinate staffing between clinics as necessary to best serve patient and provider needs.
- Provides/oversees review of patient files for accuracy and follow up. Ensure all hard copy and digital files and documentation is accurately maintained in timely fashion.
- Produce reports at various intervals as needed
- Oversees the vaccination program in conjunction with the County of San Mateo.
- Oversees referrals to patient assistance programs and referrals.
- Oversees annual OSHA staff training and continued OSHA compliance.
- Oversees monthly equipment checks.
- Oversees the food pharmacy operations.
- Oversees the completion of clinic utilization and other reports
- At orientation and annually thereafter, must be able to meet core competencies for position and maintain licensure and professional development requirements as appropriate.
- Manages internal and external communications from patients, volunteers, hospitals, and other stakeholders.
- Examines and resolves complaints received from patients, volunteers, or other stakeholders, or escalates as needed.

- Ensure that all policies and procedures function in accordance with Federal, State, and local laws and regulations.
- All work/business to be performed with appropriate professional boundaries, excellent ethics/integrity and in good faith.
- Function as a contributing member of the clinic team, the overall agency staff team and with volunteers and community agencies.
- Flexible work schedule, early mornings, days, evenings, weekends and holidays as needed
- Maintain accurate time sheets, paid time off requests, etc. -Submit all PTO requests for approval prior to time off. Excellent and Reliable attendance is required.
- Attend any Samaritan House friend and fundraising events to promote the work of the department as needed.
- Report all incidents or on the job injuries to Supervisor and Human Resources Director immediately or within 24 hours- whichever is sooner.
- Participate in Agency meetings and trainings as directed. Represent Samaritan House professionally and successfully to any external contacts/constituents.
- Perform other duties as directed.

HOW TO APPLY

Interested candidates will be required to submit a cover letter and resume to:

Samaritan House
Human Resources
4031 Pacific Blvd.
San Mateo, CA 94403
hr@samaritanhousesanmateo.com
(650) 294-4336

No phone calls, please! 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.