

**Pensacola Bay Baptist Association**  
**Position Description**

Health and Hope Clinic: Clinic Manager

**I. Primary Function**

Oversee day to day operations of the clinic by working with department managers and volunteers to ensure commitment to the Kingdom mission, quality patient care, adherence to policies and procedures, and to maintain appropriate files and paperwork as required by the State of Florida.

**II. Relationships**

- A. Shall be under the immediate supervision of the volunteer Medical Director and volunteer Administrative Director.
- B. Shall work cooperatively with clinic Team Coordinators to accomplish the mission of Health and Hope.

**III. Qualifications**

- A. Personal
  - 1. Demonstrate genuine commitment to Jesus Christ as personal Savior and Lord, and give evidence of mature and growing Christian character – Fruit of the Spirit.
  - 2. Demonstrate passion and commitment to the mission of the Health and Hope Clinic as evidenced by a 1 Corinthians 13 love for people, compassion to those who are ill, understanding of those who are not saved, and dedication to a program of service and benevolence.
  - 3. Loyal to the Pensacola Bay Baptist Association, Health and Hope Clinic, and Southern Baptist Entities.
- B. Professional
  - 1. Must have a degree in the medical field or possess equivalent background and experience.
  - 2. Demonstrate competent skills in the administration and supervision of programs and persons.
  - 3. Demonstrate excellent interpersonal communication skills.
  - 4. Knowledgeable in the use of office equipment, including computers and software.
  - 5. Reflect qualities of honesty and integrity in clinic and association team relationships.
  - 6. Must be organized and conscious of the need for close attention to detail and accuracy.
  - 7. Willing to accept various position-related assignments to assure meeting overall program goals.
  - 8. Demonstrate the ability to plan, organize, problem solve, and develop new programs.

#### **IV. Responsibilities**

##### **A. Weekly Clinic Coordination/Patient Scheduling**

- Maintain an awareness of general clinic activities relative to approved policies and procedures and provide information to Clinic management regarding issues or needed change.
- Provide proactive monitoring of appointment system to assure compliance system use for various clinic days; serve as central appointment clerk on clinic days and appointment coordinator on non-clinic days; assist with appointment re-scheduling at the direction of the provider or Medical Director.
- Receive telephone calls, provide requested information when appropriate, route calls when required and assure transcription and routing of telephone messages in a timely manner.
- Schedule patient radiographic procedures (X-Rays) per program policy and maintain radiograph procedure referral log.
- Work with Medical Director in the areas of quality assurance, patient satisfaction, and clinical space utilization/patient flow.

##### **B. Coordinate the Handling of Medical Records**

- Receive medical records sent to the facility (FAX'd and mailed); place receive records into the appropriate patient chart and route to attending provider for review.
- Respond to requests for medical records and assure timely transmission of medical records required by patients, other facilities, programs, attorneys (FAX'd and mailed) assuring required internal documentation.
- Facilitate location of individual medical records, when not found in the general files, to assure security and timeliness of availability for patient care.
- Receive completed medical records from providers at the end of clinic visits and assure timely routing for further needs or refilling.

##### **C. Oversee all Departments by working with Department Managers**

- a. Patient Assistance Program (PAP)
- b. Pharmacy
- c. Nursing
- d. Case Work
- e. Front Office
- f. Lab
- g. Volunteer Coordinator

##### **D. General Office Support Management**

- Receive, sort and distribute mail, FAX's, telephone messages, and invoices.

- Make sure all clinical reports such as labs, other tests, and referrals receive the appropriate follow-up.
- Receive and reply to clinic e-mails relating to volunteering and accessing services.
- Provide information relating to general policies and procedures when needed.
- Assist providers in navigating clinic policies and procedures.
- Maintain clinic forms.
- Open/close clinic area, assuring thermostats appropriately set and doors locked.
- Assist Administrative Director in compiling and updating policies and procedures.

#### **F. Supplies**

- Receive orders from vendors, assure completeness, route to ordering department; forward shipping/receiving documents in a timely manner for processing for payment.
- Maintain adequate inventory of routine office supplies.

#### **G. Reports**

- Tabulate and provide monthly patient visit statistics to Administrative team.
- Gather and tabulate statistics necessary for the annual report required by the State of Florida volunteer program.

#### **H. Personnel (Volunteer)**

- Provide and receive volunteer applications and route to the volunteer coordinator for processing.
- Maintain volunteer “time clock” and provide orientation when needed.
- Provide relevant training and updated information to volunteers as needed.
- Assist Medical Director in scheduling providers.
- Fill in for department managers when absent or position is vacant.

#### **I. Special Projects**

- Assists the Medical Director and Administrative Director with special initiatives on a time-available basis.