

POSITION SUMMARY:

The Practice Manager provides leadership in planning, guiding and coordinating practice operations for HHC. Maintain focus on service and operational excellence. The primary responsibilities of this position are supervision of all practice staff (excluding providers), fostering cohesion among the two practices, managing and coordinating the development and implementation of policies and procedures as they relate to customer service. The job purpose revolves and acts out HHC mission, vision and value statements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Functions capably in clinical and administrative support positions within the practices
- Works with leadership to identify opportunities and problems and initiates plans for decision-making and problem solving in the organization, and specifically with regards to the practices in a positive manner
- Directly supervises practice staff to include MA's and Patient Specialists assuring adequate coverage for all position and arranging for coverage for sick and vacation time
- Works with the appropriate staff in the office, assures provider schedules are at a level to achieve identified benchmarks and appraises leadership of any issues in regards to achieving benchmark
- Makes recommendations for staffing levels at the site based on site productivity and patient need. Assures adequate provider coverage to meet patient needs at all times.
- Participates in interviewing, hiring and orientation of new staff at the practices
- Assures employee evaluations are completed in a timely manner and appropriate goals are set for all staff supervised. Makes recommendations for salary adjustments
- Provides oversight of bi-weekly employee timesheets and monitors time clock activities
- In conjunction with the Medical Director and C-Suite, identifies areas of concern for providers and brings forward for resolution and feedback/follow-up
- Works with Quality Manager and others as appropriate in the areas of UDS, PCMH, ACO and Maine Health Home programs and initiatives and participates in meetings regarding these and other quality initiatives as appropriate
- Works with Quality to assess improvements made in systems or processes, system efficiency, innovation and creativity as well as commitment to generating new solutions and ideas

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs other duties as assigned.

COMPETENCIES:

- Highly organized, proactive, attentive to details and goal oriented
- Ability to work with large data sets with guidance from medically trained individuals
- Ability to identify problems, think logically – or creatively, and devise practical solutions
- Ability to prioritize and carry out work assignments independently and efficiently
- Excellent writing and oral presentation skills
- Working knowledge of computer software, including Outlook, PowerPoint, Word and especially Excel
- Desire to work as part of a multi-disciplinary team to improve patient's health and wellness
- Strong interpersonal skills and effective telephone skills
- A commitment to the mission of HHC

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keeps information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Director of Program's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and operate a standard computer keyboard and mouse for prolonged periods of time, as well as talk and hear. The employee is occasionally required to stand and walk. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus; position involves reading multiple handwriting styles.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an administrative setting within multiple sites of a busy medical health center, with frequent deadlines; noise level is quiet to moderate. This position requires long periods of VDT exposure with proper office ergonomic mechanics. Work may be repetitive and employee should alternate tasks to avoid injury.

QUALIFICATIONS NEEDED FOR POSITION:

- At least 5 years of progressively-responsible, management level experience in Health Care Management.
- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

EDUCATION REQUIREMENTS:

- Bachelor's Degree in Healthcare or Business Administration, or the equivalent in education and closely related work experience, required.
- Wellness Community Program Development preferred.

Hometown Health Center is an equal opportunity employer and provider.