

**Job Description**  
**Family Health Partnership Clinic**  
**Clinical Manager**

**Reports to:** Executive Director

**Supervises:** Nurses, Pharmacy Tech, Dental Assistant

**Works Closely with:** Nurse Practitioners, Office Manager, Other Providers, Community Members

**Summary:** The FHPC Clinical Manager ensures high quality health care to all patients by providing the management of clinical operations as well as long-term planning including the medical and dental clinics and community and homeless outreach. The Clinical Manager directs and develops staff, collaborates with providers and multidisciplinary professional staff (both internally and within the community), and provides support for patients and their families.

**Responsibilities:**

- Provides leadership and sets tone for excellence in care
- Demonstrates a collaborative approach to staff and patients
- Establishes a compassionate environment by providing emotional, psychological, and spiritual support to patients and their families.
- Addresses patient needs by utilizing multidisciplinary team strategies.
- Assures quality of care by developing and implementing the clinic's mission statement and standards of care; enforcing adherence to state board of nursing and state nurse practice act requirements, measuring health outcomes against standards; making or recommending adjustments.
- Maintains accurate and thorough documentation of patient care by auditing patient charts and addressing areas that need attention.
- Completes patient care requirements by scheduling and assigning nursing and staff; following up on work results.
- Maintains a cooperative relationship among the health care team by communicating information; responding to requests; building rapport; participating in team problem-solving methods.
- Maintains nursing staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Maintains nursing staff by recruiting, selecting, orienting, and training nurses and auxiliary staff.
- Protects patients and employees by developing and interpreting infection-control policies and protocols; enforcing medication administration, storage procedures, and controlled substance regulations.
- Maintains safe and clean working environment by designing and implementing procedures, rules, and regulations and following OSHA standards and guidelines.

- Maintains patient confidence and protects operations by monitoring confidential information processing.
- Achieves financial objectives by preparing an annual budget in conjunction with the Finance Manager; scheduling expenditures; analyzing variances; initiating corrective actions.
- Ensures operation of medical and administrative equipment by verifying emergency equipment availability; completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques..
- Maintains nursing supplies inventory by studying usage; identifying trends; anticipating needed supplies; approving purchases and cost allocations.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies, including the state and national free and charitable clinic associations.
- Maintains nursing standards by writing and updating policies and procedures.
- Maintains nursing operations by initiating, coordinating, and enforcing programs, operational, and personnel policies and procedures

#### **Skills and Qualifications:**

- Excellent management and leadership abilities
- Creative approach in developing new initiatives with the ability to drive a new program from start through completion.
- Exceptional interpersonal, organizational and communication skills
- Ability to create a positive work environment
- Willingness and ability to pivot
- Ability to identify and solve problems in a constructive manner using critical thinking skills
- Outstanding nursing skills
- Adept at setting priorities and multitasking
- Current CPR certification
- BSN preferred
- Sense of humor essential
- COVID vaccination (and any boosters as required)