

## **Clinic Manager**

### STATEMENT OF DUTIES:

Under the general supervision of the Physicians, the Clinic Manager is responsible for the supervision, direction and coordination of the day-to-day operations of the clinic.

Duties include:

- ❖ Assisting in the establishment\implementation of goals, objectives, policies, procedures and systems for all operational areas of the clinic
- ❖ Assisting in the development and implementation of long-range plans
- ❖ Participating in the selection, training and supervision of all clinic staff
- ❖ Planning and coordinating daily work assignments and operations
- ❖ Evaluating performance, recommending merit increases and disciplinary actions
- ❖ Resolving problems, both administrative and operational (including the maintenance of clinic property, computer systems and installed software applications) and ensuring compliance with regulations and standards
- ❖ Assisting in the development\implementation of cost effective policies and procedures for all administrative and operational areas
- ❖ Ensuring the effective implementation and administration of benefit programs, wage scales, job descriptions, personnel policies and payroll practices
- ❖ Assisting with day-to-day accounting matters including preparation of cheques, bank deposits, bank reconciliations and the control of all matters pertaining to Accounts Payable and Accounts Receivable
- ❖ Serving as a liaison between clinic and external agencies
- ❖ Working with medical staff to ensure quality patient care and services are provided
- ❖ Gathering and reporting data for fiscal, statistical and analysis purposes including roster validation and preventive care bonus
- ❖ Maintaining the strictest confidentiality
- ❖ Performing other duties as assigned

## PERFORMANCE REQUIREMENTS

- ❖ Knowledge of organization policies, procedures and systems
- ❖ Knowledge of health administrative practices
- ❖ Knowledge of computer systems and applications
- ❖ Knowledge of government and reimbursement regulations and requirements
- ❖ General knowledge of accounting practices and procedures
- ❖ Skill in planning, organizing, delegating and supervising
- ❖ Skill in gathering and interpreting data
- ❖ Skill in verbal and written communication
- ❖ Skill in developing and maintaining effective working relationships with staff, patients, public and external agencies
- ❖ Ability to take initiative and to exercise independent judgment, decision-making and problem-solving expertise
- ❖ Ability to research and prepare reports or other correspondence as required

## EDUCATIONAL REQUIREMENTS

- ❖ Bachelor Degree in Health or Business Administration (combination of related education and operational experience in a health care organization may be substituted for Bachelor Degree in Health or Business)