

# ST. JUDE MEDICAL CENTER

## Management Position Description

Position Title:	Manager, Community Clinics	Exemption Status:	
		Job Code:	00966
Department:	Community Clinics		
Reports to:	Vice President, Healthy Communities		
Last Update:	8/20/02		

**Job Summary: (Identify overall job summary including scope and reporting relationship)**

Assumes responsibility for the overall direction and day-to-day operations of St. Jude Medical Centers Community Clinics. Responsibilities include integrating the four core values of SJMC in directing, planning, budgeting, evaluating and building and maintaining positive relationships.

**Essential Values-Based, Competencies:** *Demonstrates values-based competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the Mission of the St. Joseph Health System.*

**Dignity:** *Demonstrates competence in communication and interpersonal relations.*

**Excellence:** *Demonstrates competence in continuous improvement, continuous learning, accountability, and teamwork.*

**Service:** *Demonstrates competence in customer/patient focus and adaptability.*

**Justice:** *Demonstrates competence in community orientation and stewardship.*

*As defined on the attached Values-Based Competency Model Form.*

**Essential Functions: (Identify 5-10 essential functions)**

1. Insures that clinics meet regulatory requirements of DHS, JCAHO, CHDP, CPSP, CalOPTIMA and other agencies and payers .
2. Insures that program /services are responsive to the needs of the communities served.
3. Demonstrates ability to communicate to internal and external stakeholders in regards to program services.
4. Develops, implements and evaluates systems of patient care that have quality outcomes and are cost effective.
5. Develops partnerships/collaborations with community agencies to optimize services for the community and enhance referrals.
6. Insures that grant reporting obligations and outcomes are met in a timely manner.
7. Monitors billing and collections to insure that revenue is maximized.
8. Provides supervision and development of all clinic staff, including hiring, performance evaluation and discipline. Insures outstanding communication with all staff and promotes teamwork.

**Additional Responsibilities: (Outline secondary functions that employee is accountable for)**

*-Performs other duties as assigned.*

**Knowledge / Skills / Abilities: (Identify traits, skills that will narrow identify best incumbents)**

- Recent experience in community clinic management.
- Understanding of and empathy with the needs of the Latino immigrant patient population

- Strong communication and team building skills
- Knowledge of clinic regulations and reimbursement programs
- Experience with grant reporting and monitoring

**Age Related Competencies:**

- Knowledge of the health care issues from birth to old age

**Human development knowledge/ skills:**

Ensures that staff possesses the appropriate knowledge and skills necessary to provide care appropriate to the age of the patients served including knowledge of the principles of growth and development and psychosocial characteristics and interventions for age specific requirement of the assigned patient population.

- Age specific patient needs that employee is required to understand and meet :  
Ensures that staff is competent in assessing and interpreting age appropriate data about the patient's status in order to identify age- specific needs and provide the care needed.

Additional requirements:

Ensures that the staff possesses the appropriate communication skills for the patient population served.  
Ensures that staff demonstrates knowledge of age- specific community resources.

**Information Management:**

- Treats all information and data within the scope of the position with complete confidentiality and security.
- Executive management shall have access to a patient's complete medical record for health care operations (i.e. resolving patient issues/complaints). Administrative staff shall have access to the PHI necessary to accomplish their designated tasks (i.e. access to the surgery schedule to identify VIPs).

**Risk Management:**

- Cooperates fully in all risk management activities and investigations.

**Safety Requirements:**

- Is knowledgeable of, observes and complies with hospital Codes of Safe Practice, safety policies and emergency procedures.

**Minimum Position Qualifications:**

- Education: Bachelor's Degree from an accredited university with an emphasis on health care, business or nursing. May be waived with significant ambulatory care experience.
- Experience and Training: Three years management experience in a community clinic or similar setting.
- License/ Certification: Drivers License

**Preferred Position Qualifications:** Bilingual English/Spanish; Clinical background preferred but not required

**Environmental Conditions:** Office and clinic site settings.

**Physical Requirements:**

*Additional physical requirements are defined on the attached Physical Demand Analysis.*

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*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*

I have read and understand this position description.

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*Employee's Signature* *Date*

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*Supervisor's Signature* *Date*