



## POSITION DESCRIPTION

**TITLE:** Clinic Manager  
**REPORTS TO:** Chief Executive Officer  
**SALARY:** Full Time; Exempt  
**DATE:** January 2020

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## POSITION SUMMARY

**Clinic Manager (40 hours):** Reporting to the CEO, this person is a member of the Rhode Island Free Clinic's (Clinic) leadership team responsible to champion high quality clinical operations at the Clinic and build capacity. The manager will work as a strategic partner with CEO, leadership team, clinical staff, Medical Advisory Committee, and volunteers to further our model of high-quality, community-based healthcare services for our state's uninsured. The Clinic Manager will lead the Clinic's clinical services and patient programs to ensure high quality of services while building volunteer capacity to meet increased demands for care in primary care, specialty, wellness and preventive services. This position will be involved in the Clinic's strategic growth and community relations. It includes direct supervision of the nurse (s) medical assistant (s), patient & volunteer services coordinator, receptionist(s), designated VISTA Volunteers, and other clinical staff.

## RESPONSIBILITIES

### Management of:

- Clinic operations, including all staff, volunteers, AmeriCorps VISTAs, students, and interns; a leader to problem-solve, team-build and develop new initiatives for quality and capacity building to meet increased demand. Key contact for all clinical operations.
- Clinic and staff schedules and new patient enrollment. Ensures clinic maximizes efficiency in all areas and monitors data for reporting.
- Compliance with state and federal regulations with respect to patient care, volunteers and physical plant. Conduct ongoing inspections to ensure compliance and institutes necessary approved changes.
- Plans and organizes schedules for staff to ensure cleaning, safety and maintenance of entire Clinic.
- Reporting to RI Department of Health on Immunization, Women's Cancer Screening and any other grant related programs.
- Compliance with clinic policies including quality checks, AED, CLIA, HIPAA, and annual license.
- Clinical liaison for eClinicalWorks electronic health record, CVS omni system, and related patient record systems. Lead clinical support team for interoperability of current system and becomes a super user for future EMR training. Serves as Information Security Manager and liaison to FreedomTech, the Clinic's IT contractor.

- Communications to providers.
- FTCA program compliance with VISTA support.
- Supplies, tracking and ordering to meet highest efficiency and demand for services. Work with Finance staff to identify annual capital equipment needs and to evaluate costs for supplies, stericycle and other high cost items.

#### **Development of:**

- New roles for clinic staff and volunteers.
- Clinic capacity to meet increased sessions.
- New and updated Policy and Procedures, approved by Medical Director and MAC.
- Quality Improvement Program and FTCA application annually.
- Schedules to maximize access for patients.
- Plans for orientation, training and recruitment of clinical volunteers with VISTAs.

#### **Staff Oversight:**

- Act as Security Officer for the Clinic's space; for patients, staff, VISTAs, present in clinical space; and for furniture, fixtures, materials belonging to the Clinic.
- Mobilize lean medical and dental staff to optimize volunteer medical providers, support professionals, and student trainees to provide and coordinate patient care.
- Direct supervision of Clinic Medical Assistants, Patient and Volunteer Services Coordinator, RNs, Medical Office Receptionist, student medical assistants, interns and students.
- Support all volunteers to ensure clinic runs smoothly.
- Develop programs with Volunteer Coordinator and VISTAs to ensure that all clinical volunteers receive adequate orientation, clinical supervision and support.
- Identify volunteer needs and provide leadership to Volunteer Supervisor for development of programs.
- Oversee delivery of Patient Assistance Program with volunteers and VISTAs.

#### **Other duties/Responsibilities**

- Participate in Medical Advisory Committee with Physician & VISTA support.
- Identify ongoing performance improvement projects for annual Quality Improvement Plan
- Represent the Clinic in community, academic and professional settings, as needed.
- Conduct team meetings and organizes in-services and trainings on a regular schedule.
- Secure clinic at the end of evening clinic and as needed during the week.
- Oversee coordination of Behavioral Health Services, including communication and patient referrals among volunteer providers.

#### **QUALIFICATIONS:**

- Graduate from an accredited College/University. Minimum four (4) years' experience in a managerial position leading mid-size staff and a range of programs.
- Demonstrated leadership championing continued quality improvement and activities.
- Ability to implement new programs and services, integrating into current system of care.
- Demonstrated experience leading clinic policy and program improvements.
- A person of high integrity and attention to detail with excellent follow through; ability to maintain confidentiality and discretion at all levels.

- Knowledge and experience working with state, federal regulations and free clinic programs, including FTCA and eligibility.
- Personality and skill set to build volunteer capacity among all levels; Flexible and able to work with a wide range of volunteers with a strong team spirit.
- Experience with electronic medical record systems; computer literate and ability to lead others with new EHR system.
- Active learner continually seeking personal and professional improvement.
- A commitment to working with the medically uninsured and advocating for medically necessary services.
- Knowledgeable about community resources, programs and able to lead clinical team with outreach to targeted populations.
- Basic Life Support (CPR) certified.
- Bilingual in Spanish preferred.

## ORGANIZATION DESCRIPTION

Rhode Island Free Clinic ([www.rifreeclinic.org](http://www.rifreeclinic.org)) provides free comprehensive health care to uninsured, working poor, and low-income adults; and, serves as an educational site for trainees in health care fields. Care is provided through a dynamic statewide network of volunteer medical professionals working with academic, medical, and community partners, leveraging robust health care resources with a vitality that is unmatched in Rhode Island and remarkable in the nation. In 2019 the Clinic mobilized over 700 volunteers and community partners to provide nearly 10,000 patient visits to underserved adults, and over 6,000 hours of training for 200 students in health care fields.

The Providence Clinic is open weekdays Monday-Friday, every Tuesday & Thursday evening until 9, and many Monday and Wednesday evenings (with need for expanded evening hours). Care is also provided through the Clinic's statewide Physicians Network where patients are seen in offices of volunteer doctors throughout RI.

**TO APPLY:** Please email resume and cover letter to: [info@rifreeclinic.org](mailto:info@rifreeclinic.org). No calls please.