The San Francisco Health Network’s **Community Oriented Primary Care** (COPC) is accepting applications for **two (2) full time** positions in class 2593 Health Program Coordinator III to function as the **Health Center Practice Manager**.

The Health Center Practice Manager will ensure efficient, effective and standardized operations within the model of care delivery in alignment with Primary Care’s mission, vision and strategic plan to complete the medical home transformation at an assigned health center. This position is responsible for the day-to-day operational administration of the health center in areas related to access, efficiency, and productivity by developing and tracking operational metrics, monitoring clinic productivity, developing quality assurance systems for scheduling and encounter data entry processes; conducting the scheduling and monitoring the attendance of clinic staff (clerks, health workers, medical evaluation assistants (MEAs), nurses and in coordination with the medical director, the primary care providers); overseeing billing and coding activities to maximize reimbursement opportunities and ensure regulatory compliance, overseeing facilities maintenance; providing logistical support for clinical services and leading quality improvement efforts in the area of access, clinic flow and productivity.

**ESSENTIAL DUTIES:**

Under the direct supervision of the health center’s Medical Director with additional administrative oversight by senior leadership of primary care the essential functions include health center leadership and change management, health center operations, optimizing patient experience, fiscal, contractual and service provision oversight, facility oversight and performing other related/required duties as assigned.

**Health Center Leadership:**
- Form and maintain an effective partnership with the Clinic Medical Director and Nurse Manager to ensure the delivery of high quality primary and preventative health care services;
- Ensure implementation of new policies, procedures and services that affect the center and/or its clients resulting from health care reform;
- Represent clinic management team at off-site meetings to reflect clinic priorities and needs;
- Provide direct supervision to Principal Clerk;

**Health Center Operations:**
- Plan, organize, direct, control and review the operations of Primary Care Clinic and oversee the development of standardized definitions, data reporting structure, and target goals for COPC operational metrics (productivity, panel size, no-show rates, etc.);
- Oversee clinic scheduling templates and practices to optimize access and continuity of care;
- Assist Health Center Medical Director to develop and refine, communicate and implement administrative and operational policies and procedures;
- Provide leadership for clinic quality improvement program for operations management and metrics;
- Develop quality assurance mechanisms to track reliability and accuracy, enhance clinic efficiencies through appropriate scheduling practices, and optimize patient flow and facilities utilization to improve patient and staff experience;
Lead quality improvement programs focused on staff engagement; and
Assist in HR management including staff hiring, orientation and training processes and the timely completion of performance appraisals;

**Patient Experience:**
- Leads quality improvement programs focused on patient experience;
- Tracks patient experience data with management team;
- Coaches and mentor staff in service excellence;
- Coordinates service excellence initiatives at the clinic; and
- Assists medical director to manage patient concerns.

**Fiscal and Contractual Oversight:**
- Ensure billing and coding activities are accurate, In conjunction with Patient Financial Services (PFS);
- Identify opportunities to maximize charges captured for services provided;
- Manage and track grants, incentive funds and petty cash; and
- Ensure accurate and timely completion of records and reports.

**Facility Oversight:**
- Maintain a safe work environment by ensuring well maintained facilities and by implementing, reviewing and actively enforcing the clinic’s safety policies;
- Implement and ensure quality assurance and operational activities adhere to medical records and infection control standards, hazardous waste plans, safety and other issues; oversee and ensure compliance with HIPAA, OSHA, CLIA and other requirements are met; lead the updating and implementation of the health center’s disaster plan and its integration with the City-wide disaster response system;
- Oversee facilities management projects including inspections, ergonomic reviews, and installation of equipment; ensure safe and well maintained facilities and work environments;
- Oversee facility upgrades, improvements and expansion projects;
- Track and communicate building maintenance issues;
- Provide support as needed to security staff;
- Implement, review and enforce clinic safety policies and identify opportunities for safety policy improvement and report and track employee injury issues; and
- Oversee materials management and purchasing.

**Desired Qualifications:**
- Comprehensive knowledge of principles, practices and techniques of primary care clinic management, public administration and budgeting as applied to an ambulatory setting in a multi-cultural environment.
- Ability to select, train, supervises and evaluates subordinates; plan, coordinate and evaluate the effectiveness of health care delivery services.
- Experience with project management, change management and quality improvement.
- Effective organizational, time management and delegation skills.
- Excellent leadership and coaching skills.
- Ability to establish and maintain effective working relationships with members of the clinical and administrative staff, community, local, state and federal agencies,
- Excellent oral and written communication skills.
- Ability to flourish in a team management system.
- Advanced computer skills including Excel and PowerPoint.
- Multilingual in English and Spanish, Russian and/or Cantonese.