Office Manager

Minimum Qualifications:
Previous history of middle or upper level management in a healthcare-oriented setting is preferred.

Education: Must have worked as a Medical Assistant previously with a mastery and complete understanding of the role of the MA position, or a commensurate background. ADN or BSN preferred.

Certifications: AHA BLS, HIPAA and OSHA educational awareness or trainer.

Experience: One (1) year experience in clinical area.

Outpatient clinical medical experience preferred.

Proficient in office software including; email, spreadsheets, and required databases for network processes.

Primary Job Functions:
Under the direction of the Assistant Director of Operations, works with other managers in planning, implementing and coordinating the operational and personnel activities of the clinics. Provides clinical and operational leadership for assigned clinic, which includes hands-on clinic presence and direction in facilitating delivery of patient care.

Oversees*:*
Professional, technical and clerical staff as designated by the Assistant Director of Operations

General Job Tasks:
Leadership Competencies
1. Ability to demonstrate and lead using a mastery of the core competencies of all staff positions by using a basis of knowledge of roles
2. Knowledgeable
3. Leads Self: Foundational knowledge of the master competencies
4. Leads Team: Ability to manage and direct team and clinic operations

Business Management*:*
1. **Clinical practice knowledge and ability:** Needs to be able to step in at any time to fill any role in the operations of day-to-day clinic work. Must have the ability to mentor, instruct, and provide support, as well as hold staff accountable to standard of care processes.

2. **Human resources:** should be able to contribute to the recruitment, interviewing, and selection of potential candidates.

3. **Orientation of new staff:** Participates in driving the orientation process including the selection of preceptors, monitoring, and analysis of processes to attain the desired outcomes of orientation processes and retention of new hires.

4. **Labor Laws:** Should maintain an on-going presence to facilitate and drive an environment that maintains compliance with state and federal labor laws.

5. **Financial management:** Contributes to the oversight of the financial components of unit operations including budget creation, monitoring, analyzing, report variances. Leads efforts to align staffing and facilitates throughput with unit/organizational care needs with attention to productivity and budget targets.

6. **Foundational thinking**: Provides in the moment leadership at the point of care to support integration of work models and evidence-based practice to the bedside.

7. **Technology:** Proficient in using computer based skills/applications, clinical based technologies supporting patient care including electronic medical record, medication management. Provides in the moment leadership at the point of care integrates technology into patient care processes. Acts as a 'super-user' to support deployment and integration of health care technologies into patient care practices. Arranging system technical repairs as needed.

8. **Strategic management:** Contributes to and drives work plans at the point of care to achieve optimal patient care and organizational results to the point of care, written reports of outcomes, presentation to key business audiences. Research, write, and deliver requested reports to higher management as needed.

9. **Process Improvement:** Provides in the moment leadership at the point of care to achieve quality indicators/targets, utilization of performance tools to improve processes and outcomes, optimizing patient safety, optimizes communication between all work groups, and hardwires processes to support continuous regulatory readiness, monitoring. Developing and implementing new administrative systems, such as record management.

10. Building Maintenance: Contacting Assistant Director of Operations as needed for building repair and/or other basic building maintenance concerns. Ensure a safe environment including training staff on evacuation processes.

Leading People:

1. Human resource leadership skills: Under the direction of the Assistant Director of Operations, works to provide the monitoring of staff, generally to include medical assistants and secretarial staff. Some duties are preparing staff performance reviews in congruency with provider feedback, including evaluations, goal setting, and development

plans. Should be able to formulate staff engagement and satisfaction targets, which includes some degree of mentorship, modeling professional standards and behaviors. Providing leadership with good communication skills, while providing an understanding for diversity and shared decision-making.

Professionalism:
Professionalism is expected in regards to behavior, dress, and presentation at all times.
Professional Requirements:

1. Maintains current professional licensure if trained in any medical discipline.

2. Exceptions to Educational Requirements are made on a case-by-case basis and are subject to change.

3. Professional emergency response training requirements as specified by service area

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, national origin, sexual orientation, gender identity, marital status, disability, protected veteran status, or any other characteristic protected by law. New Mexico Medical is a drug-free and tobacco-free employer with smoke free campuses.