



POSITION DESCRIPTION

TITLE: Practice Manager
REPORTS TO: Chief Executive Officer
SALARY: Full Time; Exempt
DATE: November, 2023

POSITION SUMMARY

Practice Manager (40 hours): Reporting to the CEO, this person is a member of the Rhode Island Free Clinic's ("Free 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 medically uninsured adults. The Practice Manager will lead the Free 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 responsible for scheduling, staffing, training, and contingency planning, and involved in the Free Clinic's strategic growth and community relations. It includes direct supervision of the nurse (s), medical assistant (s), patient & volunteer services VISTAs, receptionist(s), and other clinical staff.

RESPONSIBILITIES

Management of:

- Direct supervision of clinic operations staff, provider 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. Primary 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.
- Electronic internal and external referral tracking and pre-visit planning.
- Compliance with state and federal regulations with respect to patient care, equipment, volunteers and physical plant. Conduct ongoing inspections to ensure compliance and institutes necessary approved changes.
- Clinic facilities to ensure cleaning, safety and maintenance of all patient care areas.
- Reporting to RI Department of Health on Immunization, Women's Cancer Screening, City of Providence, Behavioral Health, and all 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 and any related patient record systems. Lead clinical support team for interoperability of current system and becomes a

super user of EMR system. Serves as Information Security Manager and liaison to FreedomTech, the Clinic's IT contractor.

- Communications to providers and volunteers.
- FTCA program compliance, in collaboration with AmeriCorp VISTA support.
- Ordering supplies that meet highest efficiency and demand for services.
- Work with bookkeeper 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.
- Analysis of clinic capacity to meet increased sessions and efficiency of visits.
- New and updated Policy and Procedures, approved by CEO and Medical Director.
- Quality Improvement Program and FTCA application annually.
- Schedules to maximize access for patients and referrals.
- Plans for orientation, training and recruitment of clinical volunteers, interns, and VISTAs.

Staff Oversight:

- Act as Security Officer for the patient care space.
- 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 all patient care staff.
- Support all volunteers to ensure clinic runs smoothly.
- Develop programs with AmeriCorp VISTA 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

- In collaboration with Medical Director, participates in Medical Advisory Committee.
- Identify ongoing performance improvement projects for annual Quality Improvement Plan
- Represent the Free Clinic in community, academic and professional settings, as needed.
- In collaboration with CEO (or designee), conducts monthly team meetings and organizes in-services and trainings on a regular schedule.
- Secure facility 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.
- Licensed RN preferred but not required.
- Demonstrated leadership experience championing continued quality improvement and activities in ambulatory care setting, including policy and program improvements.
- Ability to implement new programs and services, integrating into current system of care.

- 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 (or obtained within 3 months of employment)
- Bilingual in Spanish preferred but not required.

ORGANIZATION DESCRIPTION

Celebrating 25 years as a non-profit in 2023, Rhode Island Free Clinic (www.riFreeClinic.org) provides free comprehensive health care to uninsured, working poor, and low-income adults form throughout Rhode Island; and, serves as an educational site for trainees in health care fields. Care is provided through a dynamic network of volunteer medical professionals working with academic, dental, behavioral health, and community partners, leveraging robust health care resources with a vitality that is unmatched in Rhode Island and remarkable in the nation. In 2022 the Clinic mobilized over 500 volunteers and community partners to provide over 10,000 patient visits and encounters to underserved adults.

The Free Clinic is open weekdays Monday-Friday, every Tuesday & Thursday evening until 9p, many Monday and Wednesday evenings.

TO APPLY: Please email resume and cover letter to: info@riFreeClinic.org. No calls please.

I have read and affirm my Position detailed above.

Date

Supervisor

Date