



655 Broad Street
Providence, RI 02907
p 401.274.6347
f 401.274.6562
www.rifreeclinic.org

POSITION DESCRIPTION

TITLE: Clinical Operations Manager
REPORTS TO: Chief Executive Officer
SALARY: \$65,000 - \$87,000 *commensurate with experience*
SCHEDULE: Full Time; Exempt
DATE: May 2025

POSITION SUMMARY

Clinical Operations 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 Clinical Operations 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 Clinical Operations Manager will lead the Rhode Island 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 Clinic's strategic growth and community relations. It includes direct supervision of the nurse (s) medical assistant (s), front desk staff, and other clinical staff.

RESPONSIBILITIES

Management of:

- Clinic operations, including all staff, volunteers, 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.
- Ensures systems are in place for referral tracking and pre-visit planning.
- 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, 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 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 the Clinic's IT contractor.
- FTCA program compliance, with Deputy Director support.
- Supplies, tracking and ordering to 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:

- 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.
- Staff and volunteer positions, in partnership with Deputy Director.

Staff Oversight:

- Act as Safety 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 Assistant(s), Front Office Coordinator, RN(s), and additional relevant clinical staff/volunteers/interns.
- Support volunteer coordinator in the management and oversight of volunteers to ensure clinic runs smoothly.
- Develop programs with Volunteer Coordinator to ensure that all clinical volunteers receive adequate orientation, clinical supervision and support.
- Identify volunteer needs and provide leadership to Volunteer Coordinator for development of programs.
- Oversee delivery of Patient Assistance Program with volunteers and relevant clinical staff.

Other duties/Responsibilities

- Reporting to Medical Advisory Committee.
- Identify ongoing performance improvement projects for annual Quality Improvement Plan
- Represent the Clinic in community, academic and professional settings, as needed.
- Conduct monthly 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:

- Bachelor's degree required; graduate degree from an accredited college or university preferred.

- Minimum of four (4) years of experience in a leadership role overseeing mid-sized teams and managing multiple programs.
- Advanced degree or clinical licensure preferred (e.g. MSW, LICSW, LCSW, LMHC, RN, MHA, MPH, or other relevant medical or healthcare-related credentials.)
- 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) provides free comprehensive health care to uninsured, working poor, and low-income adults from 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 2024 the Clinic mobilized over 450 volunteers and community partners to provide over 6,400 patient visits and encounters to underserved adults.

The Rhode Island Free Clinic is open the following times:

- Monday – 8am – 5pm (4th Monday until 8pm)
- Tuesday -8am – 8pm
- Wednesday – 8am – 5pm (2nd Wednesday until 8pm)
- Thursday – 8am – 8pm
- Friday – 8am – 12pm

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

Rhode Island Free Clinic EEO Statement:

The Rhode Island Free Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age,

sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.