



# Clinic Manager

**Job Code:** 205 - 125  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$31.51 - \$51.56 Hourly  
\$2,520.80 - \$4,124.80 Biweekly  
\$65,551.00 - \$107,235.00 Annually

**FLSA:** Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to supervise, manage the administrative and professional operations of assigned clinic to include all related services as governed by contracts, standards, and respective funding stream requirements. Executes agency's policy and procedures regarding preparation, processing, and monitoring of DSHS contracts for community-based services.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Monitors and troubleshoot general clinic operations to include overall customer service.
- Develops, reviews, interprets, monitors and reports overall clinic productivity, cost center budget (revenue and expenses), contract performance measures and standards.
- Maintains divisional functions at compliance level with applicable standards originating from Center (Business, Records, and Personnel) and the State (HHSC, DSHS, CMS), and the Federal Level (HUD Standards).
- Maintains and ensures confidentiality and privacy of division and consumers per Protected Health Information Standards and Federal Law.

- Submits requested data and reports by the target date established in conjunction with the Chief Operating Officer and Director of Mental Health.
- Participates in the design of unit services and training.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's Degree in Behavioral Health, Business, Nursing, or Public Administration supplemented by four (4) years of experience in behavioral health, hospital administration or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.

