



**Looking for a Clinic Manager to Join our Integrated Rural Clinic Team in Oakridge Oregon
A Great Work Environment!**

About Us

Orchid Health was founded five years ago with the belief that the most effective way to improve the health of our communities is through integrated patient-centered care that takes the time to listen to and build trusting relationships with each patient. We are committed to our communities and each other and are proud of the positive feedback and reputation that we have built.

We now see over 4,000 patients at our two clinic locations and are currently hiring for a full-time Clinic Manager to have full authority/oversight over daily operations and who is responsible for managing and overseeing the delivery of exceptional and compassionate care to all patients at our Oakridge Rural Health Clinic.

Essential Job Functions:

The Clinic Manager is responsible for facilitating a collaborative approach to compassionate integrated, whole person care in the delivery of care and programs, while partnering with clinicians and operational leadership to provide effective and proactive management of clinic operations. This position manages clinic office staff, ensures exceptional services are provided to patients and achieves annual operational and financial goals while managing multiple departments and programs.

Office Culture - promoting positive staff culture by:

- Ensure all staff are positive additions to the team and are adhering to our Universal Job Expectations, staff agreements, and policies and procedures
- Challenge staff to go above and beyond while making sure that each contributes positively to our work environment
- Treat all patients with respect and professionalism and ensure that staff do the same
- Monitor and improve employee morale through daily, weekly, yearly actions and activities
- Carry out corrective action according to Orchid Health corrective action policy. Consult with Directors as appropriate
- Maintain a zero tolerance culture for office gossip, petty behavior, and violations of the Commitment to Coworkers agreement.
- Staff satisfaction
- Lead bi-monthly staff meetings

Clinic operational performance and workflow efficiency by:

- Work closely with the Director of Operations to develop, plan, implement and monitor new projects and workflow efficiencies and;
- Maintain and grow our patient panel, especially our Medicaid patient base
- Recognize and respond to operational opportunities and the need for additional staffing, training, etc.
- Reduce patient no shows/cancellations
- Communicate to patients what their rights and responsibilities are and our expectations regarding no shows, timeliness of arrival, personal conduct, etc.
- Monitor provider and staff work loads through open communication, timesheet monitoring, KPI goals and more
- Understand and manage provider productivity needs, including; designing scheduling templates, training schedules and managing the schedule on a daily basis to ensure productivity, using creative strategies to fill open slots and no - shows and to balance productivity with provider admin time
- Ensure an efficient patient rooming process and that Medical Assistant interactions with patients are consistently positive, accurate, and professional. Back up MAs as needed.
- In-depth software knowledge
- Monitor clinic office supplies, clinical supplies, and equipment through delegation as appropriate, within established budget range.

Additional Responsibilities:

Manage facility vendor contacts.

Provide annual budgeting support to Director of Finance.

Schedule and ensure equipment maintenance and calibration is done annually.

Assist Leadership team in periodic review and addition/alteration of policies.

Ensure services provided to our patients are billed for accurately.

Communicate with insurance companies when we have to terminate care for one of their patients, send patients certified mail accordingly, and mark such actions in the patient's chart.

Community Engagement - attend local events and represent Orchid to the community.

About You:

You are able to maintain a calm, professional, and respectful demeanor in an often stressful medical environment.

You adapt your behavior and actions as needed based on constructive feedback.

You refrain from discussing personal political and religious views in the workplace.

You are able to support Orchid staff and recognize them for good performance and when they go above and beyond during weekly staff meetings.

You have the ability to deal with challenging patients and staff with empathy and compassion.

You remember to prioritize personal stress relief through the use of PTO and other activities.

You are comfortable with 20% travel to administrative office, other clinics and leadership events

Qualification Requirements:

Bachelor's Degree in business, healthcare or related field **or** an equivalent combination of education/related work experience.

Minimum of 2 years working in a clinical setting

Minimum of 5 years of management experience

Requires in-depth experience w/ developing business objectives, budgets, and financials

Bonus Skills:

- Expert knowledge in Athena EHR preferred
- Rural Healthcare experience preferred
- Experience in a Trauma informed approach to care is highly preferred

Benefits

- \$66K-\$74K DOE
- Complete benefits package including health/dental/vision insurance, retirement, wellness, continuing education budget and more!.

To apply please email your resume to the HR Director at Vikki@orchidhealth.org. For more information visit our website: www.orchidhealth.org. Thank you.

Orchid Health is an equal opportunity employer. Orchid Health recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

At Orchid Health, we strive to be a place where a diverse mix of talented people want to come, to stay and do their best work. We believe in diversity of race, gender, sexual orientation, religion, ethnicity, national origin and all the other fascinating characteristics that make us different.