

# Care Center Leader

## Job Description



**Position Title:** Care Center Leader

**Reports to:** Directors & VP, Operations

**Job Status:** Full-Time

**FLSA Status:** Exempt

**Positions Supervised:** Clinical Services Team Members, Leads, Patient Services Team Members, Phlebotomists, Radiologic Technologists, Scribes, AWV Nurse

**Position Summary:** Plan, coordinate, and oversee the operation of the practice location. Maintain financial integrity within the practice location. Ensure high-quality services are in compliance with all applicable regulations and organizational standards of care. Supervise, train, and direct all activities of practice location team members and supervisors.

### Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Manage the daily operations of the practice location.
- Develop, monitor, and analyze budget and financial information of the practice location. Make budgetary and financial recommendations to VP of Operations
- Establish and implement goals, objectives, policies, procedures, and systems for all areas of the practice location.
- Administer organization policies and procedures in a consistent and timely manner.
- Develop and implement long-term plans as directed.
- Resolve clinical, administrative, and operational problems. Engage upper management in resolution procedures when necessary.
- Coordinate with Directors to ensure quality patient care and services are provided.
- Serve as a liaison between the practice location and external clients and agencies.
- Assist Directors and VP of Operations in developing practice location strategic plans and objectives based upon identified needs of patients.
- Direct, supervise, and evaluate team members and supervisors in the practice location. Oversee work schedules and assignment of tasks. Evaluate performance and implement or recommend disciplinary action as needed. Document all disciplinary action.
- Oversee interviews and hiring according to practice location staffing needs. Ensure adequate staffing to maintain practice location operations. Oversee orientation and training on practice location policies and procedures.
- Oversee and ensure payroll timesheets are reviewed and corrected, time off requests are processed, and payroll is submitted to Human Resources for team members and supervisors working in the practice location.
- Maintain adequate practice location administrative and clinical supplies and ensure cost-effectiveness and efficiency.

- Communicate practice updates to upper management.
- Ensure practice location equipment remains in operating condition.
- Respond to provider inquiries timely. Implement corrective action to resolve issues or problems as needed.
- Attend periodic training sessions and meetings pertinent to the position.
- Perform all other duties as assigned.

#### **Competencies:**

- Knowledge of medical office policies and procedures.
- Knowledge of medical office safety, cleanliness, and infection control policies and regulations.
- Knowledge of medical office equipment uses and maintenance.
- Accuracy – Ability to perform work accurately and thoroughly.
- Change Management – Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member, and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful, and helpful to patients and others. Ability to meet patients' and others' needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following organizational policies and procedures.
- Delegating – Ability to allocate authority and/or task responsibility to appropriate team members, peers, or superiors.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Leadership Skills – Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Positivity – Display a positive attitude and is a positive agent for change.
- Project Management – Ability to organize and direct a project to completion.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

#### **Education and Experience:**

- High school diploma or equivalent required
- Associate's Degree or higher preferred
- Medical office experience required
- Supervisory or management experience required

#### **Certification and Licensure:**

- None required

#### **Work Environment:**

- Environmentally controlled medical office environment
- Fast-paced environment with occasional high-pressure or emergent situations
- Work hours subject to office needs to ensure coverage during all hours of operation
- Frequent exposure to bodily fluids

- Possible exposure to infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations, and other conditions common to a laboratory and medical office environment
- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population, including team members, providers, patients, insurance companies, and other members of the public

**Physical Demands:**

- Frequent sitting, standing, walking, grasping, carrying and speaking
- Occasional reaching, bending, and stooping
- Lifting, carrying, pushing, and pulling up to 25 pounds
- Frequent use of a computer, keyboard, copy, and fax machine, and phone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors, or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform as CHP may deem appropriate.

**Team Member Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_