



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

## **MEDICAL SERVICES MANAGER**

**REPORTS TO:** Chief Executive Officer

### **SUMMARY**

The Medical Services Manager strategizes, plans, directs, and coordinates all medical and health services for Women's Resource Medical Centers of Southern Nevada within the Medical Department. The Medical Department houses vital programs such as; Confirmation of Pregnancy Ultrasound, Prenatal Care and Community Health Partnerships.

### **ESSENTIAL FUNCTIONS**

- Manage medical department personnel; staff, volunteer and contracted professionals.
- Oversee day-to-day operations of the medical department, which includes the Values Prenatal Care Program, Imaging Services, CLIA waived laboratory, and the Center's infection control and prevention program.
- Collaborate in defining clear set of outcome-related goals and objectives that lay the groundwork for the medical programs and their growth.
- Responsible for reporting health outcomes and maintaining program data.
- Establish and manage public relations and partnerships within the medical community, always seeking to increase collaborative opportunities.
- Develop internal department policies and procedures that are in compliance with appropriate standard setting organizations such as The American College of Obstetricians and Gynecologists (ACOG), the Association of Women's Health, Obstetrics, and Neonatal Nursing (AWHONN), the American Institute of Ultrasound in Medicine (AIUM), local, state and federal regulatory requirements; while always ensuring a Christian worldview and language.
- Communicate, train and hold medical staff accountable to operate in compliance with all WRMCSN's policies and procedures and Christian corporate culture.
- Monitor and maintain the medical department's standards of care as appropriate for each profession, works with staff/ volunteers to assure that defined standards for scheduling, productivity, customer service and other business performance standards are met.

- Continually develop, update, implement and monitor the Center's infection prevention and control program and protocols (including our infectious disease preparedness and response plan).
- Monitor medical department supply usage and ordering; suggest/ investigate cost saving opportunities and elevate resource needs (e.g. supplies, equipment, technology) necessary for high quality, cost-efficient care.
- Ensure compliance, accuracy and quality of all clinical documentation; ensure adherence to HIPAA policies.
- Collaborate with Center leadership on special projects and new program development; implement program changes within the medical department with limited supervision and collaborate regarding ethical considerations that may arise during program implementation.
- Monitor, suggest and implement changes to improve process flow and procedures.
- Maintain that medical department staffs' licensure is up-to-date; aid in and oversee accreditation processes as applicable.
- Monitor and report out medical department performance and covered services utilization on a monthly basis; proactively communicate issues, take initiative to problem-solve in a timely and compliant manner and work with Center leadership to resolve advanced issues when necessary.
- Provide supervision and performance management of medical department staff:
  - Organize and facilitate regularly scheduled staff and Clinician reviews.
  - Attend to the needs of and facilitate the professional development of the team; adhere to the progressive disciplinary process when necessary.
  - Complete the supervisory review of Incident Reports and Client Complaints.
  - Coordinate and manage medical staff schedules.
  - Approve time sheets for payroll.
- Recruit, interview, hire and train new medical department staff in conjunction with Human Resources.
- Cultivate and manage relationships with appropriate community resources to improve patient situations and outcomes.
- Communicate issues concerning the use and performance of the electronic health record system in a timely manner; work with the IT Manager to resolve these issues.
- Act as a liaison between the medical department and client services department to ensure optimal appointment scheduling; coordinate volunteer staffing needs for the department with the Volunteer Supervisor as needed.
- Role model superior customer service and effectively de-escalate client and/or provider issues in accordance with outlined procedures.
- Perform other duties as assigned.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in Nursing, Healthcare, Healthcare Administration, Business Administration or a related field required

- At least 3-5 years of previous experience in clinic and medical practice management required, preferably in a women's health clinic setting.
- CMM (Certified Medical Manager), CMOM (Certified Medical Office Manager), cHAP (Certified Healthcare Administrative Professional), CNML (Certified Nurse Manager and Leader) or NE-BC (Nurse Executive Certification) preferred; or able to obtain within one year of employment.
- Previous EMR experience preferred.
- A valid RN license preferred.

## **SKILLS & QUALIFICATIONS**

- Bilingual (Spanish Preferred).
- An active, growing personal relationship with Jesus Christ as Savior and Lord
- Highly effective organization, written/verbal communication, negotiation and interpersonal skills.
- Agile and fast-learner.
- Able to work in a dynamic, fast-pace environment while remaining positive and professional.
- Able to routinely prioritize and multi-task.
- Teachable spirit (able to accept and learn from constructive feedback).
- Strong understanding and knowledge of HIPAA Privacy and Security regulatory policies and internal procedures concerning Protected Health Information (PHI) use and disclosure.
- Knowledge of clinical practice standards, infection control practices and normal maternal/fetal growth and development.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Model professional conduct through appearance, communication, mutual respect, leadership, ethical decision-making, critical thinking, and problem-solving skills.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.
- Must have valid driver's license and current insurance for light to moderate local travel.
- Must be willing to complete a background check.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel reach with hands and arms and talk or hear. The employee is

frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and move weight exceeding 25 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

POSITION: Medical Services Manager

DEPARTMENT: Medical Department

REPORTS TO: Chief Executive Officer

SUPERVISES: Medical Staff and Volunteers

STATUS: Full Time/ Exempt

COMPENSATION: Compensation commensurate with experience

SCHEDULE: Tuesday through Saturday with evenings as required

HOURS: 9:30AM to 6:00PM