

## **Position: Clinic Manager**

### **Position Summary**

Under the immediate supervision of the Chief Operating Officer (COO), the Clinic Manager is responsible for coordinating the daily overall operation of the appropriate staff of assigned locations (clinics) at Hidalgo Medical Services.

The delivery of quality service and positive interaction with our customers is critical to the completion of all job responsibilities within this job description; thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful, and professional manner. Guidelines include all Board approved HMS policies and procedures.

### **Position Accountabilities**

1. Coordinates office services and related activities to ensure the maximum utilization of services and equipment. Will ensure that telephones are answered promptly and courteously and that messages are complete and routed to the appropriate person in a timely manner.
2. Ensures that patients receive efficient and courteous services/treatment by office staff and that they receive accurate information.
3. Responsible for maintaining the appropriate supply of materials/forms necessary for effective office operation and will submit purchase requests as indicated.
4. Hires and supervises personnel for their assigned location(s). Responsible for the proper training of all new office staff. Responsible for the immediate supervision of clinic business office staff using company standards and job descriptions.
5. Responsible for managing personnel issues within the operations department, as per HMS Human Resources.
6. Responsible for the collection of fees/payments from patients in accordance with established company policies and procedures. Will record all transactions according to established procedures.
7. Will ensure that bank deposits are accurate and are made daily.
8. Responsible for the timely and accurate submission of supervised employee time sheets.
9. Coordinate staff schedules with clinic schedules. Ensures sufficient staff is available for smooth operations of the clinic.
10. Schedule and coordinate conference room use during normal working hours.
11. Ensures staff are adhering to policies related to patient confidentiality.
12. Perform fire drills and other safety procedures as required.
13. Provide patient complaint resolution at the point of occurrence as per HMS policy.
14. Responsible for properly communicating when their respective clinics are closed.
15. Review and approve staff reimbursement requests.
16. Responsible for managing the School Based Health Centers (if applicable), ensuring effective operation and adherence to the rules specific to the School Based Health Center grant.
17. Coordinate appropriate site visits and chart audits.
18. Will oversee clinic operations and audit staff work as necessary to ensure accurate and compliant work.
19. Conducts annual performance reviews for all direct reports.
20. Meets with direct reports on an individual basis at least once per month and conducts a monthly staff meeting.
21. Will spend a work day at each respective site(s) a minimum of once a week or more as directed by the COO.
22. Other duties as assigned.

## **COMPLIANCE**

- The position of Clinic Manager requires compliance with Hidalgo Medical Services written standards, including its Compliance Program and Standards of Conduct and policies and procedures (Written Standards). Such compliance will be an element considered as part of the Clinic Manager's regular performance evaluation.
- Failure to comply with Hidalgo Medical Services Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Hidalgo Medical Services Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination of employment, in accordance with Hidalgo Medical Services Compliance Program Policy and Procedure.

## **Health Information Portability and Accountability Act (HIPAA)**

- The position of Clinic Manager protects the security and privacy of all medical records that are used or shared in any form. Access will be limited to the "minimum necessary" rule to achieve the intended purpose of the use and disclosure.
- The position of Clinic Manager protects patient rights by giving them access to their health information and control over how it will be used.
- The position of Clinic Manager improves the quality of care by ensuring trust in the healthcare system.
- Hidalgo Medical Services is serious about our patients' privacy. Failure to comply in a manner not permitted by HIPAA poses a significant risk of financial, reputational, or other harm to the affected individual, staff, and HMS as an organization.

## **Minimum Qualifications**

Bachelor's Degree (BS/BA) in business or healthcare-related field or substitute equal experience.  
Certification in Clinic Management is required within the first 12 months of employment.

## **To Apply**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or dropped off or mailed to:  
1105 N. Pope Street, Suite C, Silver City, NM 88061

Or

530 DeMoss Street, Lordsburg, NM 88045

For more information call 575-247-6036