



## Care Alliance

### Job Description

Position: Clinical Operations Manager

EEO Category: Technical

Reports to: CEO

Full/Part Time: Full Time

Location: US – OH – Cleveland

Shift: 8:30 am to 4:30 pm

#### Mission Statement:

Our mission is to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay. Caregivers demonstrate a high level of empathy, compassion and profound respect while providing excellence of care to our patients. They serve as advocates for all of those in our Northeast Ohio community, especially the most vulnerable.

#### Job Summary:

The Clinical Operations Manager reports directly to the CEO and provides general management over the value quality assurance/control, and continuous improvement while making decisions to improve productivity, quality, and efficiency of clinical operations. This position is responsible to lead and direct the work of others and requires a wide degree of creativity and latitude. In addition to standard Operations Manager tasks, this position has a strong focus on coordinating operations and services for Care Alliance's Health Center. This position requires a solid demonstration of leadership and administrative skills.

#### Task Responsibilities:

\*Include but are not limited to:

- Build and maintain partnerships with internal departments
- Ensure that the health and safety of all employees remains the number one goal
- Collaborates with the CEO to address the special needs clients and problems/incidents of a management or administrative nature
- Communicates and collaborates with other departments, physicians, clients and patients/families to encourage and foster actions which meet client needs and achieve outcome goals
- Analyze data to inform operational decisions and/or activities
- Manage productivity to drive better access
- Productively work with teams to enhance programs
- Provide hands on leadership and management while utilizing standardization, continuous improvement, and the sharing of best practices to deliver best in class operational performance
- Responsible for developing and implementing a cross training plan that supports clinical needs
- Implement organizational process or policy changes

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- look for opportunities to work with clinical partners to expand programs in concert with mission
- Commitment to the mission of Care Alliance
- Other duties as assigned

#### *Clinical Responsibilities:*

\*Include but are not limited to:

- Coordinate operations and services between clinical team and internal departments
- **Assist** with compliance management
- **Assists** with operational and administrative support needs of health sites.
- Identifies and works to remove barriers to operational efficiency and integration of care. This includes facilitating communication across site departments and Administration.
- Assists with the development and implementation of administrative/operational practices and protocols that promote consistency in quality and efficiency.
- Works with internal teams to create a professional, caring and friendly environment at the designated Health and Wellness location.
- and report program outcomes and activities
- Other duties as assigned

#### Minimum Education and Experience:

##### **Required:**

- A bachelor's degree required in the disciplines of public health, health education/promotion, social services, health administration, nursing and other related fields
- At least 3 years' experience in a management position within a health setting
- Two years of that experience must be spent working with families and children
- Background and fingerprint required
- Must possess an understanding of the role of primary health care
- of HIPPA and confidentiality and consent policies as it relates to persons under 18
- Complete knowledge of financial accounting
- Experience demonstrating a customer service orientation

##### **Preferred:**

- Experience in outreach/nonprofit section helpful

#### Technology Requirements:

Basic understanding and familiarity with the following:

- EPIC
- Electronic Health Record system

#### Physical Requirements:

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

- Employees will be required to stand, walk, handle tools/controls for extended periods of time
- May lift and/or move up to 20 pounds
- May be exposed to hazardous conditions

#### Care Alliance Locations:

Care Alliance Health Center  
St. Clair Clinic  
1530 St. Clair Avenue  
Cleveland, Ohio 44114

Riverview Clinic  
Riverview Estates  
1795 West 25th Street  
Cleveland, Ohio 44113

Stokes Clinic  
Carl B. Stoke Social Service Mall  
6001 Woodland Avenue  
Cleveland, Ohio 44104

Central Neighborhood Clinic  
2916 Central Avenue  
Cleveland , Ohio 44115

#### Equal Employment Opportunity

It is the policy of the Care Alliance Health Center to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or more), military status or veteran status is illegal.

**General Sign Off:** The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

**By signing this document, I acknowledge that I have read and understand this explanation and job description.**

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**Employee Signature**

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**Date**

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Care Alliance Health Center

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