JOB OPENING:
Health Center Manager, Full Time (37.5 hours) Exempt
Upper Hudson Planned Parenthood, Troy Health Center

The Health Center Manager [HCM] is responsible for all operational and clinical performance and day-to-day activities at the assigned health center(s). Reporting to and in collaboration with the Vice President for Patient Services the HCM must assure daily staffing coverage at assigned health center, work collaboratively with other HCMs to redeploy staff to other centers based on need, and handle patient issues and complaints as they arise.

The HCM is the on-site authority and supervisor of all staff in the health center. They must adhere to the budget and operational plan for the health center and support the strategic plan and mission of UHPP. The HCM is responsible for all aspects of assigned health center, including assuring that facility and security issues are properly reported and handled, information technology and clinical informatics issues reported and rectified, and that all other issues that might arise are handled in a timely and efficient manner.

Responsibilities:

- Daily clinic flow, including implementing improvements to maximize productivity and patient satisfaction. Monitoring all changes for continued improvement.
- Motivating health center staff through frequent communications, including assuring that self and staff are aware of their role in facilitating UHPP’s strategic strategies and goals.
- Ongoing and continual supervisory feedback for health center staff members to identify and remove barriers to success and create useful systems based on their input.
- Proactively identifying obstacles to quality and/or customer service and either making change recommendations or reporting issues to VP for Patient Services for further assistance.
- Is accountable for health center performance vs. monthly budget volumes and shares volume and other statistical information with health center staff to motivate productive performance.
- Routinely reviews and analyzes reports of service visits, entitlement program enrollments, finances and other performance measurements as directed by VP for Patient Services Provides feedback and prepares corrective action when needed.
- Under the direction of the VP for Patient Services, works with on-site clinicians to assure highest level productivity is reached in their center(s) while maintaining quality of patient care.
- Builds a successful health center team and communicates regularly and effectively, including making proactive suggestions to VP for Patient Services regarding staffing issues that impact UHPP.
- Through at least regular individual supervision meetings with their health center staff, obtains a thorough understanding of and proceeds to address day-to-day operational issues in the health center.
Completes annual performance appraisals, 90 day appraisals, performance improvement plans, and disciplinary actions when timing or staff behavior requires action.

Assures that all staff is proficient in use of the electronic health record and practice management system and assures staff and self-compliance with all Finance policies and procedures.

Participates in the surgical abortion service on site “Supervisor on Site” rotation according to the needs of the affiliate.

Demonstrates flexibility and teamwork; understands the interaction between this position and others with whom the position works directly and indirectly.

Completes all responsibilities according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), OSHA (Occupational Safety & Health Act) and CLIA (Clinical Laboratory Improvement Administration) and Title X.

Qualifications:

- Bachelor’s degree in Healthcare Management or related field required.
- Three years of relevant on-site management experience required, preferably in a health care environment. Five years of management experience preferred.
- Non-Profit experience desired.
- Excellent organizational, supervisory, and healthcare finance management skills.
- Ability to effectively motivate a diverse staff and volunteers.
- Ability to lead and work as a team.
- Computer skills including knowledge of clinic management software, electronic communications and use of management information systems as a management tool.
- Ability to work flexible schedule including evenings and weekends
- Willingness to participate in all levels of operations to assure maximal performance of the health center.
- Commitment to the mission of Planned Parenthood.
- Qualified driver’s license and daily availability to an automobile.
- RN or LPN, a plus!
- Bi-lingual a plus!

This position is being posted both internally and externally.

Upper Hudson Planned Parenthood offers its employees a competitive salary, benefits package, including health and dental insurance, holidays, paid time off, retirement plan, and much more in a friendly environment.

To apply, please submit a resume and cover letter to the Human Resources department no later than Friday June 10th.

One of the fundamental beliefs guiding Planned Parenthood is that the respect and value for all types of diversity in all aspects of our organization are essential to our effectiveness and organizational well-being. We are an equal opportunity employer.