

MISSION STATEMENT:

Clínica Tepeyac's Mission is to provide culturally competent health care and preventive health services for the medically underserved.

Now in its 23rd year, Clínica Tepeyac is a community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion.

JOB SUMMARY:

This is a new and exciting opportunity for an administrator currently working in Community Healthcare. The Operations Manager reports directly to the Chief Operations Officer (COO) and oversees the organization's day to day clinical and business operations to ensure the smooth daily operation of Clínica Tepeyac (Tepeyac) by skillfully and efficiently administering operational systems, identifying and correcting problems before they impact staff productivity, and professionally troubleshooting to resolve emergent issues. The Operations Manager also serves as manager of the Ryan White program, supports the COO in carrying out special projects and administrative tasks of the operations team and, assumes a lead role in developing, implementing, and overseeing processes, workflows, policies and procedures. The Operations Manager is hands on and leads by example to motivate staff and deliver measurable results that furthers the mission of the organization.

A. MINIMUM QUALIFICATIONS:

- 1. Education:** Bachelor's degree is required in business or a health field; master's degree preferred
- 2. Experience:** Minimum of 5 years' experience in healthcare operations or administration, including project management required; supervisory experience; FQHC experience strongly preferred.
- 3. Language:** Oral and written fluency in English and **oral fluency in Spanish required.**
- 4. Certification/Licensure/Registration:** Valid Driver's License.
- 5. Ideal Candidate:** Will have strong initiative and passion to provide healthcare to the underserved.

B. OPERATIONS SPECIALIST ESSENTIAL DUTIES & RESPONSIBILITIES 50%:

- Works closely with the Chief Operating Officer to oversee and support the day to day activities and operations of Tepeyac facilities, to include supervising front desk, call center, eCW specialist and enrollment staff; being the first point of contact for staff, scheduling, ensuring front desk, reception, enrollment, and call center departments are appropriately staffed, covered and prioritizing work assignments.
- Provides backup support for the general reception and call center function.

- Serves as the primary point of initial contact on matters pertaining to operations with vendors, internal and external customers.
- Provides assistance to and represents the COO as appropriate in communicating with internal and external customers, including attending meetings.
- Assists the clinical and administrative team with all program development and implementation, working closely with Clinic Manager and CHO on day to day clinic functioning to include: proactively identify areas for improvement and work quickly to resolve facility or operational systems problems reported by staff.
- Assures compliance with all HRSA requirements relevant to operations, Patient Centered Medical Home (PCMH) Accreditation, Federal Claims Tort Act (FTCA) and Quality Improvement (QI).
- Provides a strong day-to-day leadership presence and encourages an “open-door” policy among all staff.
- Provides supervision, mentoring and coaching to all direct reports to ensure professional growth and development.
- Schedules and leads team meetings. Develops and implements operation policies and procedures that are standardized and consistent with the organization’s overall policies and procedures.
- Assists the COO and CHO with Patient Centered Medical Home (PCMH) transformation and medical home certification.

C. HIV Grant PROGRAM MANAGER DUTIES AND RESPONSIBILITIES 50%:

- Ensures appropriate quality, program, fiscal and administrative monitoring of the Ryan White Part A Program to successful completion of Clínica Tepeyac Ryan White Scope of work and program expectations.
- Works closely with the leads for each program area to ensure appropriate program monitoring, implementation and reporting:
 - Medical Case Management
 - Medical Transportation Services
 - Outpatient/Ambulatory Medical Care
 - MAI Mental Health Services
- Schedules and leads team meetings on an as needed basis to ensure coordination among Ryan White program components and implementation of Quality plan.
- Ensures capture and regular of data needed to document progress on process and outcome measures as identified in Ryan White SOW.

Knowledge, Skills & Abilities:

- At least three years’ experience as department or team lead within a clinical setting
- Knowledge of and experience implementing the core principles and practices of effective health center operations and administrative management.
- Knowledge of and experience with various practice management models, with the ability to creatively solve problems and develop practical solutions.
- Excellent customer service skills and ability to foster excellent customer service within team.
- Ability to exercise effective assessment, evaluation, problem solving skills to achieve health center’s mission.
- Ability to effectively manage and supervise a multidisciplinary team.

- Knowledge of Tepeyac's mission, vision, strategic direction and polices to effectively communicate with staff and community partners.
- Knowledge of health center policies and procedures sufficient to direct its operations and provide high quality patient care.
- In-depth knowledge of electronic health records, and other related electronic applications.
- Understanding of financial policies and protocols (i.e., organizational cash flows, billing and revenue cycle management, etc.) and ability to recommend best practices.
- Skill in establishing and maintaining effective working relationships with fellow co-workers, third-party vendors/payers, patients and the general public.
- Good time management skills, including prioritization of tasks, delegating and problem-solving. Ability to multi-task and prioritize workload in a fast-paced environment.
- Skill in exercising judgment and discretion in developing, implementing, interpreting, evaluating, and coordinating departmental policies and procedures.
- **Respect**- Values culturally competent approach to working with low income and ethnic minority communities is a must.
- **Teamwork** – Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone's efforts to succeed; must be able to work well in multidisciplinary team settings
- **Customer Service** – Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
- **Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness** – Must know how to manage time and prioritize activities
- **Diversity** – Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support** – Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **Safety, Confidentiality and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintain a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).
- **Attendance/Punctuality** – Is consistently at work and on time, which is predetermined between the employee and the person(s) he/she reports to.
- **Engagement** – Required to attend and participate in two organizational fundraiser events per year.

4. **Supervision:**

- Provides supervision to Clinic Enrollment Specialist, Call Center Associates, Clinic and Administration Receptionists and eClinicalWorks Application Specialist.