



P.O. Box 2490
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(504) 762-8900

JOB TITLE: Clinical Site Manager- Care Manager
DEPARTMENT: Clinical Administration
REPORTS TO: Chief Medical Director
FLSA STATUS: Exempt

GENERAL SUMMARY OF DUTIES: Provides administrative direction for all site related functions in both clinical and administrative areas; Responsible for ensuring efficient day to day nursing and ancillary staff operations; Acts as a liaison between medical staff and patients, hospitals and other external health care delivery services; Coordinates clinical activities by performing the following duties personally or through subordinate supervisors; Is responsible for the delivery of comprehensive health care services under the direction of the Chief Medical Officer and Chief Executive Director; Directs day to day operations of designated site(s); Follows standards, policies and procedures of JCHCC and specified certifying/accrediting bodies; Serves as member of the JCHCC Management Team.

SUPERVISION EXERCISED: Direct and indirect supervision of designated professional staff; Supervises nursing and ancillary staff in collaboration with Patient Support Supervisor.

ESSENTIAL FUNCTIONS:

- Works in collaboration with the Chief Medical Director and Dental Director to develop and implement policies and procedures for the medical and dental operations.
- Works in collaboration with the Chief Medical Director to develop and implement organizational and community specific health care plans.
- In collaboration with the JCHCC Senior Management Team, monitors site specific productivity goals and objectives for the site.
- Maintains a current clinical knowledge base, demonstrates clinical competency in the specialty area and functions as a clinical resource.
- Understands and can provide direct patient care, meeting the standards and requirements of the staff nurse job description.
- Ensures adequate medical coverage for designated site(s).
- Models and promotes professional behavior on a continuous basis.
- Provides ongoing clinical direction and mentoring of staff while guiding staff to formulate, implement and evaluate nursing interventions.
- Demonstrates flexibility to adjust to unit needs to accommodate unforeseen patient/clinical activity.
- Develops and maintains working knowledge of local, state and national regulations and standards specific to the site and ensures staff compliance.
- Participates in development and implementation of unit goals and standards, monitors effectiveness and compliance. Prepares necessary reports and records as requested.
- Demonstrates a working knowledge of unit's budget and financial performance. Actively participates with JCHCC Senior Management to work within the budget and staffing parameters and supports cost saving initiatives.
- Exercises critical thinking in problem solving and presents ideas and solutions clearly and concisely for actual and potential situations.

- Interacts with the medical staff and other leaders of the organization, building relationships and establishing trust and rapport to plan and deliver quality patient care.
- Maintains ongoing collaborative relations with peers and participates in committees and task forces as requested.
- Is a resource for and demonstrates leadership in the collaboration across departmental lines to resolve inter and intra departmental issues which could interrupt delivery of patient care.
- Supports current organizational initiatives and exhibits creativity and flexibility in times of change.
- Seeks experiences and formal and independent learning activities to maintain and develop clinical and professional skills and knowledge.
- Promotes, models, mentors and leads Customer Service excellence.
- Works with Chief Medical Director and other Senior Management staff to understand and implement the staffing model for the unit and proactively reviews staffing for the site.
- Evaluates employee performance according to policy and provide direction for growth with specified goals and time period for achievement when not meeting standards.
- Participates in the interview, selection and recommendation for hiring process.
- Collaboratively manages behavioral choices made by staff using the tools consoling, coaching and disciplining based upon actions rather than outcomes.
- Ensures site participation in the Quality Improvement Plan for the site.
- Communicates with the Chief Medical Director and site based providers on operational and oversight issues.
- Other duties may be assigned

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Computer skills are needed because the Clinical Site Manager will maintain and process patient records and develop budgets for his/her medical unit. Progressive nursing leadership experience demonstrating solid management is necessary for this position.

EDUCATION/EXPERIENCE: Qualified applicant will be experienced in clinical operations and possess a BA in Nursing with current licensure. A minimum of five (5) years experience in community health or an ambulatory care setting is preferred.

LANGUAGE SKILLS: Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents; Ability to respond to common inquiries or complaints from customers, regulatory agencies or members within the business community; Ability to write speeches and articles for publication that conform to prescribed style and format; Ability to effectively present information to top management, public groups and/or the Board of Directors.

MATHEMATICAL SKILLS: Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical solutions.

REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS: Board certified in specialty, if applicable.

PHYSICAL DEMANDS: The physical demands 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, with proper medical documentation/clearance, if applicable.

While performing the duties of this job, the employee is regularly required to sit; use hand to finger; handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 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.

This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent in the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.