



KODIAK AREA NATIVE ASSOCIATION

Clinic Operations Manager

Full Time/Eligible for Full Benefits Package

Salary/Exempt

Reports To: Chief Operating Officer

Summary: Facilitates maximum patient access and customer service in KANA's Kodiak based clinics, to include Medical, Dental, and Behavioral Health service lines.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Facilitate interdepartmental teams to ensure goals of patient access, staff effectiveness, and revenue are met.

Collaborate with stakeholders to create and reinforce a patient centered medical home. Work cooperatively to maximize patient access, continuity and satisfaction.

Support methods to ensure effective and efficient use of staff, facilities, equipment, and other resources while maintaining patient care standards.

Assess and analyze clinic operational flow.

Facilitate flow of clinic operations, answering staff questions, troubleshooting problems, and seeking out appropriate support as needed.

Establish effective interpersonal relationships with staff, management, customers and visitors; promote an atmosphere that encourages enthusiasm and staff participation in customer service, quality improvement and stewardship initiatives.

Facilitate systems and processes for communication and exceptional customer service.

Investigate system, work flow, and operational problems. Recommend and coordinate a system to ensure identified gaps are reviewed and/or addressed, as appropriate.

Supervisory Responsibilities: Provides direct supervision to Patient Advocate and support staff as assigned.

Minimum Qualifications: Bachelor's degree in Public Health, Healthcare Administration, or a related field. Master's degree in related field preferred. Minimum five (5) years experience in managing health care delivery systems to include managing large scale projects, departments, or organization wide functions.

Demonstrated proficiency in change management at the team level, and working in a rapidly changing and innovative healthcare system. Demonstrated knowledge and compliance with all applicable laws, policies,

procedures, bylaws, regulatory requirements, and best practice guidelines regarding Privacy of Healthcare Information, Corporate and Healthcare Compliance.

Demonstrated proficiency in analyzing situations, developing, and implementing appropriate solutions; must be able to effectively and efficiently make decisions independently.

Strong interpersonal and effective public relations skills are required as well as effective writing, speaking and reading comprehensive skills.

Ability to supervise others, work independently without close supervision, and coordinate and effectively lead meetings with groups both internal and external to the organization.

Knowledge of Database, Internet, Spreadsheet and Word Processing software. Must have the computer skills needed to access and document in computerized medical records.

KANA is an Equal Opportunity Employment (EOE) employer exercising Native preference in accordance with P.L. 93.638

To learn more or to submit an application, visit <http://kodiakhealthcare.org/>.

Please contact the KANA Human Resources office at careers@kodiakhealthcare.org with any questions.