



## **JOB ANNOUNCEMENT**

*Clinical Operations Manager – San Jose (.4 FTE, bilingual Spanish/English language preferred)*

RotaCare Bay Area (RBA) is a volunteer alliance of medical professionals, organizations and community members dedicated to providing free primary, quality healthcare services to uninsured families and individuals with limited ability to pay for medical care. We are a volunteer driven organization supported primarily through locally based philanthropy. RBA's network of 9 free medical clinics is located in six counties throughout the San Francisco Bay Area and Central Coast. RotaCare Bay Area seeks new team members to join its San Jose RotaCare Clinic.

**Basic Function:** The Clinic Operations Manager provides administrative leadership and management control of all clinic operations. Clinic coordination, volunteer coordination, continuous quality improvement, and cultivating partnerships are essential aspects of this position. The Clinic Operations Manager will work closely with RBA and the Clinic Advisory Council to advance RBA's mission as well as participate in program/strategic planning, evaluation, and fund development activities.

**Reporting Relationships:** The Clinical Operations Manager reports directly to the RotaCare Bay Area CEO. The position works closely with volunteer Medical Director and Clinic Advisory Council.

### **Knowledge/Responsibilities:**

#### *Clinic Coordination (30%)*

- Ensure clinical activities comply with RotaCare Bay Area policies and procedures.
- Manage clinic opening, closing, security measures, and housekeeping.
- Manage and communicate clinic schedule to ensure adequate volunteer staffing on clinic days. Resolve volunteer staffing cancellations.
- Monitor and maintain exam room, medical supplies inventory and medical equipment.
- Ensure facilities are orderly, sanitary, and maintained.
- Train and ensure proper usage of electronic health records and documentation in Athena.
- Oversee laboratory and x-ray procedures, including referrals, follow-up, reporting, and MD review.
- Work with other social/health agencies and health care professionals to ensure patient needs are addressed. Includes coordinating specialty care and pro-bono referrals.

#### *Volunteer Coordination (30%)*

- Ensure volunteer recruitment, training, and coordination with RotaCare Bay Area policies and procedures.
- Recruit, interview, and train volunteers to provide clinical services, support administration, perform medical translation, and other services necessary to ensure patient receives quality care.
- Monitor volunteers' performance. Recognize service, provide continuing education, or dismiss.
- Ensure volunteer database is current and accurate. Maintain and organize volunteer records, including assuring all licensing and tests are up to date in volunteer database.

#### *Continuous Quality Improvement Activities (15%)*

- Implement quality improvement activities in compliance with RotaCare Bay Area policies and procedures.
- Review and analyze patient census data using Gnosis (patient database). Generate and communicate patient data reports.
- Identify and address challenges/barriers to conducting clinical activities.
- Analyze clinical activities to take effective action related to patient care.
- Develop and institute solutions that improve clinic management services and healthcare delivery.

- Schedule, coordinate, and prepare for Quality Assurance Site Visits. Review Quality Assurance reports and follow-up on recommendations. Develop and implement adjustment as necessary.

*Advisory Council Relation, Fundraising and Partnership Development (15%)*

- Assist Advisory Council Chair with preparation of Advisory Council meeting agendas. Participate in Advisory Council meetings.
- Represent RotaCare at community meetings and events.
- Maintain grants and fundraising activities and pursue new funders
- Maintain and build network of social services and referral care providers to supplement patient care provided at clinics.

*General Administrative Activities (10%)*

- Manage office procedures and perform clerical activities.
- Serve as liaison to RotaCare Bay Area and participate in regional RotaCare Bay Area activities (e.g., conferences, teleconferences, meetings).
- Communicate with and respond to inquiries from RotaCare Bay Area and clinic network.
- Provide oversight of clinic finances. Prepare, monitor and manage clinic budget. Prepare and submit invoices in a timely manner. Review financial statements distributed by RotaCare Bay Area.
- Identify sources for future funding and contribute to clinic's overall strategic planning.
- Conduct marketing and outreach activities. Edit and design forms/flyers. Contribute articles to newsletters. Manage mailing list, adding and updating contacts as necessary
- Performs other duties as required.

**Qualifications and Requirements:**

- Bachelor's degree from an accredited university with a minimum 5 years of experience working in a non-profit health or human service setting with supervisory experience. Managing community-based clinics is desirable.
- Knowledge of health care delivery, administration, quality assurance/CQI, data management, personnel management, and budgetary management.
- Understand medical terminology and ethical/legal issues in relation to healthcare.
- Strong, sensitive, and thorough verbal, written, and interpersonal skills, including leadership and facilitation. Demonstrated experience working with medical personnel and groups from diverse backgrounds. Bilingual Spanish/English preferred.
- Ability to function independently and as a team member. Values team-oriented, cooperative culture. Ability to coordinate others to provide maximum efficiency.
- Computer literacy of popular Windows software (e.g., Microsoft Office Suite) and database systems (patient & volunteer).
- Carries out all responsibilities in an honest, ethical and professional manner as well as demonstrates ability to exercise independent discretion and good judgment within parameters of the role and RotaCare Bay Area policies.
- Organized and self-motivated. Ability to function well under stress and changing priorities.
- Flexibility to work evenings, weekends, and remotely.
- Able to occasionally travel. Good driving record with valid California driver's license and proof of auto insurance.
- Ability to lift, carry, and move heavy items (e.g., tables, chairs, shelves)
- Uphold the Health Insurance Portability and Accountability Act (HIPAA) regulations and policies.
- Interest and commitment to the mission of RotaCare Bay Area.

**Salary and Benefits**

- *DOE at .4 FTE (15-16 hours/week) position. No benefits or holiday pay provided.*

**Hire Date:** *Immediately*

**Application Deadline:** *Open until filled*

**To Apply:** *Please send your resume and cover letter to [jatinderpals@rotacarebayarea.org](mailto:jatinderpals@rotacarebayarea.org).*

RotaCare Bay Area, Inc. is an Equal Opportunity employer.