



## JOB DESCRIPTION

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Position:	Site Administrator
Department:	Medical Support
Reports to:	Corporate Operations Manager
FLSA Status:	Exempt Position/Supervisory
Grade:	16

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### GENERAL PURPOSE:

Under the direction of the Corporate Operations Manager (COM), the Site Administrator has been assigned a specific clinic or clinics within the organization. He/She is responsible for the overall operations of the clinic, in collaboration with providers working to develop processes to achieve the goals and objectives set forth by the organization for the clinics.

### MAIN RESPONSIBILITIES & DUTIES:

- 1) Responsible for staff, and clinic management
  - a. Recruits, supervises, trains, evaluates and coordinates the activities of the health center's clerical personnel, dental support staff and the nursing staff
  - b. Resolves non-medical administrative problems and keeps lines of communication open with staff to ensure high employee morale and a professional and positive clinic atmosphere
  - c. Coordinates patient access to special programs such as Sliding Fee, CDP, Family Pact, CHDP, immunizations, HIV, etc
  - d. Facilitates resolution of patient complaints
  - e. Supervises scheduling of patients appointments and physicians' schedules
  - f. Supervises health center worklists for all staff
  - g. Responsible for accounts receivable and maintenance of appropriate records
  - h. Assists in the administrative review of Electronic Health Records (EHR) and ancillary data for accuracy and completeness as indicated
  - i. Reviews and approves clerical staff, nursing supervisor and provider timecards
  - j. Reviews and evaluates provider Paid Time Off (PTO) requests and forward to Chief Medical Officer (CMO) for final approval
- 2) Participating in the following:
  - a. Participates as needed in the recruitment, training, orientation and evaluation of the nursing, medical assistant, and ancillary staff

- b. Participates in and coordinates clinic and nursing staff meetings as directed
  - c. Participates in the development and facilitation of in service training programs for clinic staff
  - d. Participates in establishing and monitoring of assigned clinic's budget
  - e. Participates in collection and consolidation of data for appropriate records and reports
- 3) Maintains clinic staff compliance with policies, procedures, and state licensing and program requirements
  - 4) Assist the Operations Officer, Chief Medical Officer, and Quality Improvement Director in organizing and implementing appropriate quality assurance and improvement activities
  - 5) Attends meetings per supervisor's request
  - 6) Responsible for ordering and maintaining inventory of supplies and equipment
  - 7) Supervises the ordering of expendable supplies and medications
  - 8) Supervises the development and implementation of tracking systems to monitor patient care and follow-up
  - 9) Works with the Human Resources Director in matters of clinical staff recruitment and the interview processes
  - 10) Assures proper maintenance of assigned health center
  - 11) Performs other functions related to specific needs and size of clinic's work unit
  - 12) Monitors Clinic Flow to improve efficiency
  - 13) Conducts Process Improvement for quality, patient satisfaction, productivity, etc.
  - 14) Develops the Budget based on a Business Plan
  - 15) Monitors Budget to ensure compliance with projections
  - 16) Develops strategies to reach goals and objectives
  - 17) Assures proper maintenance of assigned health center(s)
  - 18) Other duties as assigned by supervisor

## **QUALITIES & CHARACTERISTICS**

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's employee, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Strive to learn more and is receptive to new challenges and opportunities
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

## **PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES**

- 1) Bachelor's degree in Public Health in healthcare management, Health Administration, Nursing, Business administration, public administration or related field with at least two (2) years progressively responsible management necessary and supervisory experience with specific knowledge, experience, and demonstrated ability in the areas of management, personnel development and management, organizational evaluation, professional staff development and leadership skills in an ambulatory medical care setting with preference given for experience in Community Health Centers required. A Master degree in Health Administration or MPH in healthcare management with no experience preferred.
- 2) Knowledge and understanding of cultural needs of consumer group(s) served.
- 3) Ability to work independently with minimum on-site supervision

- 4) Written and verbal communication skills in English commensurate with college level education, with preference given for written and verbal communication skills in Spanish.
- 5) Valid California Driver's License, proof of insurance, and personal transportation required.
- 6) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols.
- 7) Ability to use discretion in dealing with confidential patient information
- 8) Effective time management skills

### **COMMUNICATION SKILLS**

- 1) Must be able to interact with patients courteously and calmly
- 2) Ability to communicate well with the public

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Works well with patients in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) May require prolonged sitting
- 2) Able to move up to 50 lbs. (small equipment, supplies, etc.)
- 3) Must be able to hear and communicate with clients and staff on the telephone and those who are served in-person, and speak clearly in order to communicate information to clients and staff
- 4) Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents
- 5) Ability to use general office equipment such as a computer, typewriter, copy machine, telephone, etc.
- 6) May be exposed to contagious/infectious diseases

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EMPLOYEE  
NAME(PRINT)

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EMPLOYEE  
SIGNATURE

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DATE