

# Medical Practice Manager

The Medical Practice Manager provides on-site supervision of day-to-day operations of the Neighborhood Health Center and Neighborhood Dental Center including workflow, staff schedules and resources for this site. S/he ensures that the medical and dental practice have supplies and are staffed appropriately to care for CHP patients. S/he implements efficient systems and procedures assuring efficient operations and maximizing productive use of staff time; to make certain that patients have timely access to health care; and to oversee practices which assure the provision of quality care for all patients. The Medical Practice Manager supports the mission, values, and vision of CHP and follows all compliance protocols.

## **Responsibilities/Duties:**

- Ensures staff of CHP's Health and Dental Center is fully trained in all aspects of compliance and any procedures necessary to accomplish their jobs and care for CHP patients.
- Works with the leadership of the VP of Operations to implement systems to further the goals of the organization.
- Ensures compliance of HIPAA and Infection Control protocol
- Oversee compliance of required laws that protect patients and the staff.
- Ensures Health Center and Dental Center staff are trained and accomplishes best possible customer service to patients and providers' satisfaction.
- Responsible for submitting and approving payroll accurately.
- Responsible for staffing practice efficiently to support providers.
- Assures all staff competencies are completed on a yearly basis.
- Assures billing is accurate and submitted on a timely basis. Works with staff to improve collection rates for copayments and outstanding balances.
- Holds monthly staff meetings and submits minutes to the VP of operations on a monthly basis.
- Conducts performance reviews for direct reports and is dedicated to ensuring their growth and learning as well as his/her own growth and learning.
- Provides monthly reports and statistics as requested by VP of Operations for enrollment numbers, referrals, patient visits etc. as requested.
- Performs other related duties or tasks as requested by VP of Operations.

## **Knowledge and Skills:**

- Strong ability to multi-task and manage projects and personnel.
- Customer Service - Manages difficult or emotional customer situations;
- Employee relations – deals effectively with conflict resolution and employee issues
- Responds promptly to customer needs
- Proactive, independent and energetic about problem solving
- Strong interpersonal skills with a highly team-oriented approach
- Good punctuation, spelling, grammar and attention to detail a must.
- Strong computer skills; knowledge of Word and Excel

## **Education/Experience:**

- Bachelor's degree or work experience equivalent in a related field of study
- Five years of managerial experience required.
- Medical Assistant Certification a plus.

**Position:** full-time; benefits eligible

**Location:** Pittsfield, MA

**Compensation:** Salary is commensurate with experience.