



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2022-0029
HEALTH & HUMAN SERVICES
MEDICAL
PRACTICE MANAGER**

Position Title:	Practice Manager	Pay Level:	\$54,937 - \$82,405
Position Open Date:	12/16/2022 – Until Filled	Department:	Medical
Position Status:	Full-Time	Classification:	Exempt
Supervisor:	Medical Director	Location:	Health & Human Services

POSITION SUMMARY:

Works collaboratively with the Medical Director to ensure efficient and effective clinic flow and other daily operations of the Jemez Comprehensive Healthcare Center, including ambulatory care, behavioral health, dental, optometry, diabetes education, audiology, integrative health, physical therapy, podiatry, and other direct or contracted clinical services. Manages clinic schedules, facilitates performance improvement initiatives, promotes patient satisfaction and ensures efficient and effective clinic flow, inclusive of all clinical programs.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

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, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Bachelor's Degree in Business Administration, Healthcare Administration, Public Administration, or closely-related field. Preferred: Five (5) years of operations experience in a healthcare delivery setting.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation
CPR & First Aid certification within (30) days of date of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pueblo of Jemez – Human Resources Department
PO BOX 100 Jemez Pueblo, New Mexico 87024
Phone: (575) 834-6333
Fax: (575) 834-0604
E-mail: humanresources@jemezpueblo.org

Mobility to work in a typical office and clinical setting; agility and dexterity to use standard office and medical equipment; stamina to sit and stand for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

Work is subject to exposure to bodily fluids and other biohazards.

ESSENTIAL FUNCTIONS:

- Maintains orderly, efficient and effective flow within JCHC clinical programs
- Creates and implements nursing staff and medical provider schedules
- Oversees centralized patient scheduling for all clinical programs, including ambulatory care, audiology, behavioral health, dental, diabetes care, integrative health, optometry, pharmacy, physical therapy and podiatry
- Participates in coordination of clinical staff professional development and trainings
- Ensures clinical operations meet standards for cultural competency, including evaluation by patient satisfaction surveys or other appropriate methods of evaluating
- Works closely with Patient Registration, Customer Service, and Business Office, to ensure efficient and effective clinic flow
- Coordinates with the Medical Director to develop, implement and enforce policies, procedures, operational systems, and other processes within the clinic related to the provision of efficient and effective clinic flow and other daily clinical operations
- Assists with staffing solutions to ensure sufficient staff to provide quality services and comply with professional standards
- Ensures proper scheduling of services and allocation of resources
- Evaluates clinical program effectiveness and efficiency, and performs quality control of functions and staff.
- Ensures that clinical programs meet standards and regulatory requirements and professional standards (i.e. AAAHC, HRSA, etc.)
- Assists in planning goals, objectives, procedures and work standards for clinical programs
- Collaborates in the development and adherence to annual budgets to facilitate optimal fiscal responsibility
- Works with Risk Manager and Medical Director to advocate for patients and address concerns, complaints and problems regarding service delivery; performs preliminary investigation of complaints as assigned by the Risk Manager, with final determination and action by the Program Manager
- Identifies potential concerns or complaints; works with Medical Director and/or Risk Manager to create and implement solutions
- Establishes and maintains processes to monitor, measure, and improve patient/client satisfaction
- Recommends efficient and cost-effective approaches in practice management including technology integration
- Participates in the Quality Assurance/Quality Improvement (QA/QI) activities and performance improvement initiatives; uses the electronic health records (EHR) and other resources to extract data to use for process improvement
- Submits data and prepares reports for partners such as New Mexico Primary Care Association, New Mexico Department of Health, Indian Health Service, and other organizations as required
- Establishes work priorities, schedules and project plans; tracks project status and reviews work in progress; gives periodic updates to internal staff and department staff
- Provides operational improvements and other recommendations to peers, management and external agencies
- Prepares a variety of reports, correspondence and other written materials as required
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures

- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public

REQUIRED KNOWLEDGE AND SKILLS:

- Operational characteristics, services and activities of outpatient clinic programs
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline, administrative principles and practices, including goal setting and program development, implementation and evaluation
- Health center scheduling methodologies
- Principles and practices of budget development and administration
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles of conflict resolution and patient advocacy
- Applicable laws, codes and regulations, to include HIPAA, OSHA, AAAHC accreditation, and other applicable regulatory or professional standards
- Safety principles, practices and equipment related to the work
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone
- Records management principles and practices
- Computer software utilized by the clinic
- Developing, implementing and administering goals, objectives, and procedures for providing effective and efficient medical services programs
- Planning, organizing, supervising, reviewing and evaluating the work of others
- Training others in policies and procedures related to the work
- Developing and implementing goals, objectives, policies, procedures and work standards
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner
- Conflict resolution, patient advocacy, and addressing concerns and complaints
- Scheduling and coordination in a clinical setting
- Adhering to all compliance and confidential guidelines including HIPAA Compliance and Privacy Act.
- Maintaining quality, safety, and infection control standards
- Preparing clear and concise reports, records of work and other written materials
- Using software applications related to duties
- Using tact, discretion and prudence in dealing with customers
- Interpreting, applying and explaining applicable laws, codes and regulations
- Establishing and maintaining effective working relationships with a variety of individuals from various socio-economic, ethnic and cultural backgrounds

To apply for the position posted, please apply as follows;

Send;

Pueblo of Jemez Job Application

Cover Letter

Professional Resume

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez – Attention Human Resources Department

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Or;
Visit the Pueblo of Jemez Website – Careers
www.Jemezpueblo.org

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