JOB DESCRIPTION

| **Title** | Clinic Manager | | |
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| **Reports To** | [INSERT NAME/ TITLE] | | |

**Job Purpose**

The primary role of the Clinic Manager is to oversee the smooth running of clinic operations, ensuring efficient administrative support and effective patient care coordination at [organization name].

The Clinic Manager will provide various administrative and support services throughout the organization. The position requires an individual with professional verbal and written communication skills, high attention to detail, who is self-motivated, and can prioritize their workload. The Clinic Manager must have strong time management and organizational skills and exceptional attention to detail.

**Duties and Responsibilities**

General Administration:

* Develop and implement strategies for improving operational efficiency and patient care quality.
* Organize and coordinate office administration and procedures.
* Develop communication processes and procedures.
* Monitor emails.
* Facilitate communication between medical staff, patients, and external parties, ensuring confidentiality and professionalism.
* Complete filing and general office organization.
* Responsible for all mail, banking, and customer/patient service-related responsibilities.
* Address inquiries, resolve complaints, and handle patient care and clinic services concerns, liaising with staff and patient families.
* Prepare, maintain, update, and distribute all policies and procedures.
* Participate in designing and implementing administrative procedures while ensuring adherence to any applicable legislation such as privacy acts, etc.
* Requisition and procure office supplies and services as required.
* Call for repairs and/or service to the clinic area and equipment.
* Ensure common spaces and reception are professionally maintained.
* Streamline workflow and guide operational support staff across a variety of departments.
* Prepare, format, and edit a range of documents.
* Additional related duties as required.

Registration and Finance:

* Oversee clinic financial operations, including patient billing, deposits, and daily bank reconciliations.
* Negotiate with suppliers and service providers to ensure cost-effective purchasing decisions.
* Work with the bookkeeper until comfortable with all finance-related responsibilities.

Website and Social Media:

* Post daily and weekly social media posts and updates as needed.
* Respond to questions and complaints on social media pages.
* Monitor and update the website, Instagram, and Facebook.
* Assist with marketing and advertising projects as needed.
* Assist in monitoring social media analytics to see what types of content our followers respond to and interact with most.
* Additional related duties as assigned.

**Qualifications**

* Minimum of X years of experience in healthcare administration, with a strong preference for candidates with experience in clinical service management or related fields.
* High School Diploma or General Education Degree is required and will be considered in combination with experience.
* Post secondary completion of a certificate program in administration or office management required.
* Strong previous experience with computer programs such as word processors (e.g., MS Word or Google Docs), spreadsheets (e.g., MS Excel or Google Sheets), presentation programs (e.g., MS PowerPoint or Google Slides), and social media platforms.
* Data entry skills.

**Core Competencies**

* Excellent verbal and written communication skills
* Excellent organizational and time management skills
* Excellent research and problem-solving skills
* Advanced customer service orientation
* Strong negotiation skills
* Ability to manage multiple tasks efficiently
* High degree of accuracy and attention to details
* Excellent time management skills and ability to change focus as required

**Working Conditions**

* The standard workweek for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* This position is remote/hybrid/onsite.
* Overtime and hours worked outside of the standard work schedule may be required.
* The position may require occasional weekend or evening hours to accommodate clinic schedules and patient needs.
* The position requires adaptability to changing healthcare environments and the ability to lead under pressure.
* Extended periods of sitting/standing may be required.
* Constant interaction with staff, clients, and public.
* Constant exposure to screens, whether laptops or desktops, etc.
* Use of personal protective equipment may be required.