



American Indian Health and Family Services Of Southeastern Michigan, Inc.

Minobinmaadziwin "A Good Life"

Job Description

Job Title: Clinic Office Manager/Co-Clinical Applications Coordinator (Co-CAC)

Department: Operations

Reports To: Clinical Applications Coordinator

Employment Category: Regular full-time

FLSA Status: Exempt or Non-Exempt

Position Summary:

The Clinic Office Manager supervises office support staff to ensure optimal work flows and appropriate staffing. Serves as a liaison between Providers and clinical staff in daily operations.

The Co-CAC assists with the planning, implementation, maintenance, and provides technical support for the agency's electronic health systems, RPMS. The Co-CAC is responsible for reviewing Resource and Patient Management System (RPMS)/Electronic Health Record (EHR) configurations and assessing impact on clinic workflow. The position supports the daily interface between clinical staff and the EHR. The position will also be responsible for facilitating registration of users of all AIHFS health-related services.

Clinic Office Manager Essential Duties and Responsibilities:

- Orient and train frontend staff and ensure competency
- Oversee the day to day operations of the clinic office
- Conducts annual performance reviews
- Approve timesheets and time-off request
- Develop and maintain policies and procedures
- Perform records review of scanned records
- Participation in agency committees
- Creates and maintains provider schedules
- Process requests for PHI in compliance with State and Federal laws
- Performs all frontend office, clerical, or health record duties as necessary

Co-CAC Essential Duties and Responsibilities:

- Serves as technical specialist in health application problems, maintenance and emergencies
- Troubleshoots and resolves EHR problems with IT System Administrator
- Provides technical support and training to staff on EHR applications
- Provides support to agency initiatives by providing data reports as necessary
- Creates, manages, maintains and monitors user accounts and passwords for all RPMS applications
- Audits RPMS applications for compliance with regulatory requirements
- Maintains knowledge of current technological developments/trends as related to duties
- Provides oversight for EHR implementation projects
- Coordinates efforts to correct deficiencies and errors that occur in the EHR, determining if the deficiencies or errors are procedural or related to system application deficiencies.
- Logs problems and refers to a higher level of support when needed
- Assists in the design and implementation of electronic clinical templates to capture appropriate information

Education/Experience: A minimum of (2) years of relevant healthcare administrative experience with at least (1) year of supervisory experience. Must have (2) years of experience with electronic health/medical record systems. Strong computer skills and strong attention to detail required.

Qualifications:

- Knowledge of privacy and confidentiality rules and regulations.
- Knowledge of medical terminology, anatomy, physiology and concepts of disease.
- Knowledge of patient care activities, the hospital environment and how the services and functions interact.
- Knowledge of clinical and healthcare-related software applications.
- Skill in troubleshooting computer software applications in a multiple operating system environment.
- Skill in training users in specialized software applications.
- Skill in understanding medical records procedures and protocols.
- Skill in operating a personal computer, utilizing a variety of software applications.
- Ability to communicate effectively with peers and superiors, to speak in front of groups and to communicate in writing policies, procedures, memoranda and training materials.
- Ability to operate and communicate effectively under pressure.
- Extensive knowledge of a broad range of patient care activities, working knowledge of the clinical environment and the different services and functions interact.
- Knowledge of eligibility requirements for Medicare, Medicaid, and other various insurances.
- Knowledge of general office procedures, including answering phones, directing calls, photocopying, faxing, etc.
- Ability to work with people and to make them comfortable about the release of personal, financial, and medical information.
- Ability to communicate with co-workers and superiors in order to carry out assignments, meet goals and ensure the success of AIHFS.

Additional Qualifications:

- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Valid MI Chauffeur's license; other credential or licenses must be kept current and consistent with applicable regulations.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.

Other Requirements: Familiarity and/or experience working with the Native American community at a local level; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations. Training requirements include participation in the following AIHFS trainings: Cultural Sensitivity at AIHFS; HIPAA Compliance; Recipient Rights; and, Bloodborne Pathogens.

Work Environment/Physical Demands: The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).

Acknowledgement of Receipt

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

ENTERED INTO PERSONNEL FILE BY: _____ DATE: _____

Revised: 2016