

## **KBFPC Clinic Manager Job Description**

**Mission:** Kachemak Bay Family Planning Clinic (KBFPC) provides broad access to reproductive health care services and education in a supportive and empowering environment. The Resource and Enrichment Co-op (REC Room) facilitates healthy relationships, health education and healthy choices for youth in Homer.

**KBFPC Core Purpose:** Accessible reproductive health services

**KBFPC Core Values:** Empowering (respectful) Accessible & Inclusive (compassionate) Evidence based (progressive, professional)

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**Reports to:** KBFPC CEO

**Date:** 2023

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**Classification:** Exempt

**Status:** Full Time (1.0 FTE)

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**Job Summary:** This position is responsible for maintaining effective, client-centered systems that reflect KBFPC's mission, core purpose, and values. Directs administrative operations of the Clinic and supervises Clinic employees in accordance with agency protocols and State and Federal program requirements. Co-leads, with the Medical Director, implementation of the State of Alaska Title X Project at KBFPC.

### **Essential Functions:**

#### **I. Management of Service Delivery**

- Manage workflows and clinic operations to maintain effective, safe, client-centered systems in alignment with program requirements and KBFPC's mission and culture.
- Administer Electronic Health Records (EHR) system (currently eClinicalWorks). Collaborate with Kenai Peninsula Billing Agency, KBFPC staff, and EHR representatives to develop and update systems and workflows, ensuring consistency and compliance with legal, financial, and regulatory requirements for documentation and reporting.
- Schedule and facilitate weekly Clinic staff meetings and work sessions with team members.
- Coordinate routine Quality Assurance activities and maintain clinic dashboards to assess and improve metrics related to efficiency and productivity, client experience, grant requirements, and financial sustainability.
- Implement and maintain Clinic Admin Protocols to ensure consistency and compliance with legal, financial, and regulatory requirements.
- Coordinate implementation of new clinic initiatives, in collaboration with Medical Director and CEO.

#### **II. Clinic Employee Supervision and Development**

- Directly supervise Client Services Coordinators and provide administrative supervision of clinical staff and providers in collaboration with Medical Director. Actively maintain high-functioning teams and support safe, meaningful working relationships.
- Create and monitor staff schedules and working hours, approve time sheets and time off requests.
- Recruit and onboard new staff, with CEO, Medical Director, and Operations Coordinator.
- Create and, with Operations Coordinator, maintain records of training plans per position to develop individual skills and interest and ensure completion of trainings required by KBFPC and Title X.
- Schedule and maintain written documentation of Employee Development Process (EDP) meetings with individual staff members, including weekly check-ins and quarterly evaluations.
- Monitor and anticipate staffing needs, recommend budget adjustments, develop and refine Clinic training and reference resources, as well as contingency and individual succession plans for each staff member.

#### **III. Grants Management**

- Develop comprehensive understanding of administrative and fiscal requirements of Title X, including individual and shared oversight and reporting responsibilities at KBFPC.

- Utilize EHR and Clinic Dashboards to extract client and service data and complete periodic progress reports and end-of-award reports for the following KBFPC grants, as well as future grants as they present:
  - Title X
  - TUPP
  - Alaska Run for Women
  - South Peninsula Hospital Service Area Board
- Schedule and coordinate State of Alaska and Federal Title X site reviews, prepare responses and corrective actions to address compliance issues, in conjunction with CEO and Medical Director.
- Actively participate in clinic-related and organization-wide grant proposals (as appropriate), in collaboration with CEO, Medical Director, and other agency staff.

#### **IV. Administrative and Financial Responsibilities**

- Supervise Clinic revenue workflows with CEO.
- Monitor Accounts Payable: manage clinic credit card, receipts and invoice documentation; assign purchasing permissions to staff as appropriate.
- Contribute to Clinic and all-agency budgeting; monitor program income and expenses under direction of CEO.
- Actively engage with KBFPC's administrative team: attend weekly meetings; participate in all-agency functions; initiate and collaborate in cross-program projects.
- Contribute to the development of KBFPC Personnel Policies and other all-agency human resources functions, including Employee Development Process (EDP).
- Coordinate with CEO, Medical Director, and Operations Coordinator to implement and maintain All-Agency and Clinical Protocols.
- Prepare periodic reports for staff and Board of Directors meetings, including clinic data and narrative updates.

#### **V. Community Outreach and Marketing**

- Coordinate with CEO and Medical Director to develop and strengthen informal partnerships, formal contracts/Memoranda of Agreement, and bidirectional referral processes with healthcare, social service, and education entities in the Homer area.
- Provide input to CEO about KBFPC Community Awareness and Participation activities and Information & Education Committee, manage clinic-specific functions and projects as appropriate.

#### **VI. Facility, Equipment, and Supplies**

- Oversee delegated office, medical, and pharmaceutical supply purchasing and inventory processes to maintain adequate stock and adhere to budgetary and regulatory restrictions.
- Organize and initiate routine facility maintenance and improvement projects to ensure a safe, welcoming, and functional environment for KBFPC clients and staff.
- Coordinate with CEO, Operations Coordinator, and IT contractor(s) to manage Clinic technology resources, including staff training, maintenance and upgrades, troubleshooting and support.
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#### **Required Skills and Experience:**

- Professional experience in a healthcare setting and understanding of:
  - Confidentiality and security: HIPAA; cyber security.
  - Quality Assurance & Quality Improvement: strategies to increase efficiency and productivity.
  - Legal and regulatory requirements of healthcare facilities.
  - Revenue cycle: coding and documentation; client and third-party billing.
  - Teams: strategies for effective communication; roles and responsibilities.
  - Title X or other public funding programs: documentation, compliance, reporting (preferred).

- Supervisory/managerial experience and understanding of:
  - Employment practices: Wage and Hour laws; Equal Opportunity Employment; Americans with Disabilities Act.
  - Performance management strategies: coaching; goal setting; disciplinary actions.
- Familiarity with nonprofit budgeting, finance, and grant management.
- Awareness of key concepts of sexual and reproductive health and trauma-informed, client-centered communication.
- Proficiency with Information Technology; experience using EHR, databases, Google Suite, and Microsoft Teams/Office Suite; confidence to troubleshoot technical issues.

### **Compensation and Benefits:**

KBFPFC is dedicated to the wellbeing of employees: our organizational policies and culture promote ongoing training and professional development and support diversity, dignity, physical and mental health, engagement, enjoyment, and a balanced life.

- Medical, dental and vision insurance. KBFPFC pays 90% of employee's monthly premium for gold-level coverage from Premera Blue Cross/Blue Shield of Alaska.
- Twelve (12) paid holidays plus individual Paid Time Off accrues 10 days in the first year, increasing each year.
- Optional retirement plan (SIMPLE IRA) offered with up to 3% matching contributions.
- Employee Assistance Program offers free, confidential counseling and personal or professional assistance.
- All staff are eligible for 100% discounted clinical services at KBFPFC, after any individual insurance has been billed.

### **Qualities for successful employment at KBFPFC:**

#### ***Communication***

- Strong communication skills and ability to easily build rapport, including active and reflective listening.
- Ability to help others feel comfortable and supported, especially in situations of vulnerability or stress.
- Excellent grasp of the importance of confidentiality, commitment to respect individual values and boundaries.

#### ***Collaboration***

- Ability to function well as a team member – working collaboratively and effectively with other staff and supervisors, comfortable taking direction and receptive to feedback.
- Commitment to team-based approach, willingness to assist with projects not specified in job description.
- At ease with paperwork and people-work; capacity to transition between clerical tasks and working with people.
- Ability to confidently and constructively present ideas for improvement within the organization and teams.
- Commitment to practicing self-care and seeking support when needed.

#### ***Education***

- Openness to learn and share current information about reproductive health and sexuality, contraception, STIs, healthy relationships, interpersonal violence and sexual assault, Adverse Childhood Experiences, and trauma.
- Non-judgmental disposition; ability to identify and set aside one's personal values and biases in order to serve and support our clients, students, and community with a high level of integrity.
- Commitment to equity; is aware of social power dynamics and works to create safe, affirming, accessible spaces, with particular attention to the needs of people from non-dominant populations.

#### ***High-quality work***

- Reliable, trustworthy, organized, efficient, thorough, attentive to detail.
- Motivation – able to jump in confidently during ongoing training.
- Comfort with developing new systems, protocols, researching unknowns.
- Familiarity with best practices when making decisions or encountering unfamiliar ideas/situations, and the ability to find reliable resources if faced with situational challenges.

#### ***Leadership***

- Cultivates personal and group development with authenticity and courage; welcomes ideas and disagreement; calls others in, not out.
- Vision and initiative: appreciates innovative ideas with an understanding of the bigger context; inspires creative thinking and problem-solving in others.

**Health Requirements:**

Compliance with our Employee Health requirements is a condition of employment with KBFPC. Employees are required to comply with all job-related employee health screening and immunizations outlined in the KBFPC personnel policies prior to your first day of employment. All employees are required to provide documentation that you have completed the COVID-19 vaccination.

**General Information:**

The employee must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate. Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position, it does not imply or create a contractual relationship. KBFPC is an at-will employer.