



CLASSIFICATION NO. 530  
Established: 9/08  
Revised & Retitled: 9/13, 7/17, 5/22  
Revised: 12/22, 5/26  
Edited: 8/19  
FLSA: Exempt  
EEO: 2

## **CLINIC OPERATIONS MANAGER**

### **CLASS CHARACTERISTICS**

Under general direction, to plan, organize and manage the primary care services and operations within the County's Federally Qualified Health Centers (FQHC) for the Clackamas Health Centers Division; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Health Centers Division within the Department of Health, Housing and Human Services (H3S) is a Federally Qualified Health Center that offers primary care, dental services and behavioral healthcare at multiple primary care, behavioral health, and school-based health centers.

The Clinic Operations Manager is responsible for providing general direction and coordination of primary care and dental programs delivering direct client services in the clinic environment. The incumbent monitors and evaluates health care needs and standards within legal guidelines and provide on-site supervision for the large health centers. The incumbent reports to the Health Centers Division Director.

The Clinic Operations Manager differs from the Public Health Services Manager who oversees public health field programs and services, not primary care services. It is further distinguished from the Behavioral Health Clinical Services Manager that is responsible for managing the direct provision of behavioral health services which requires being designated as a Qualified Mental Health Professional as established by the State of Oregon Mental Health Division.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Manage, direct, organize and evaluate primary care operations for the Health Centers Division of H3S in accordance with federal, state and local regulations governing health care operating and financing practices; ensures productivity standards are met and generation of revenue occurs; ensures quality standards are met throughout the service delivery system; participates in long and short range strategic and financial planning activities related to health care operations; reviews, researches and analyzes legislative issues and proposed laws, regulations and rules for potential impact to funding and operations and recommends strategies to respond.
2. Determines program design, staff assignments and allocation of resources; hires and directs supervisory, professional, paraprofessional and support personnel; prepares performance

evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and other County divisions and departments; motivates employees to provide quality services to clients and staff; fosters and supports a diverse workforce and environment; encourages creativity and teamwork among staff.

3. As directed, serves as liaison to federal and state agencies as related to the operations of the FQHC; ensures performance standards identified in grant applications are developed, monitored and met; in conjunction with Administrative and Financial Services Manager, ensures grant compliance, ensures special reporting requirements are monitored and met and monitors fiscal performance.
4. Consults with Health Centers Division Director and other members of the management team on matters of policy, program formulation, budget development and grant submission; develops, recommends and/or evaluates new and revised rules, policies, procedures, variance requests, goals and priorities to respond to division needs, and to improve the effectiveness of primary care operations; represents Health Centers Division at department, County and State meetings.
5. Serves as a liaison and provides direct support to the Community Health Council (CHC), operating as part of the governance requirements assigned to the FQHC's; participates and organizes information for the meetings as directed; identifies actions that require CHC approval/input in conjunction with the Health Centers Division Director, and ensures information is prepared and provided to the Council in a timely and appropriate manner; reports status of primary care clinical operations and healthcare plan for FQHC documentation to CHC.
6. Provides highly responsible and complex management support and consultation to, or as requested by, the Health Centers Division Director.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles and practices of community health services, managed care, care coordination, case management, collaboration and integration and/or behavioral health and addiction treatment, ethical and legal issues related to treatment and community behavioral health services, and recovery based treatment; federal, state and local statutes and regulations governing Federally Qualified Health Center guidelines; available community resources; rules, laws, regulations and ethics governing the medical management of patients; grant and budget preparation and administration; project management, analysis and evaluation; strategic planning; Federal and commercial insurance billing and payment systems.

Working knowledge of: State of Oregon Health Division Administrative rules and Oregon Revised Statutes related to division services and/or behavioral health services; principles and practices of supervision, training personnel management, public administration, organizational processes and design; participative management theories; research methodologies, techniques of data collection and statistical analysis and applies data based decision making techniques; office equipment, including personal computers and software programs.

Skill to: Communicate effectively, both orally and in writing with diverse groups of people; organize, direct, train, evaluate and discipline supervisory, professional, technical and administrative staff; produce measurable outcomes using applicable data and participatory

management strategies within budgetary limits and time constraints; plan and organize personnel, equipment and budgetary resources to achieve program goals, objectives, quality improvement, productivity and effectiveness; interpret and apply pertinent provisions of Federal, State, and County statutes, relevant laws, ordinances, rules, regulations, policies and procedures; analyze problems and identify alternative solutions; establish and maintain effective working relationships as a member of a professional community and/or behavioral health care team; keep accurate and timely records; operate computer software and other office equipment.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

#### **Licenses/Certifications:**

The following licensure/certifications are required at the time of hire for all positions:

- Basic Life Support (BLS) certificate

Positions overseeing Behavioral Health clinical practices require:

- Designation of "Qualified Mental Health Professional"

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.