



JOB DESCRIPTION

Position Title: Clinical Manager
Department: Clinic of FSNEC
Supervisor: Marge Karlinski, COT, COE
Supervisor's Title: Director of Clinical and Surgical Services

JOB SUMMARY:

The clinical manager is responsible for the direct supervision of the clinical staff, provides for the planning and daily operations of the clinic and the surgical suite. Responsible for the successful coordination of clinical department activities, appropriate scheduling of technicians as it relates to the demands of the clinic and of surgical suite case volumes. Develops and facilitates in-services and drills, guides new employees through orientation process, schedules and facilitates training, cross-training and continuing education of all clinical employees, motivates and leads staff, acts as liaison between clinical staff and all other departments, ensures staff is meeting all required job expectations and compliant with all AAAHC, OSHA and CMS guidelines.

MINIMUM JOB REQUIREMENTS:

Education and Experience:

1. Must be a Certified Ophthalmic Technician (COT) and high school graduate with minimum five years of experience in an ophthalmic medical-surgical office or RN. Some college preferred, supervisory and sales experience highly desired. Must be willing to attend job-related seminars and/or classes and to work extended hours when necessary.

Essential Skills and Abilities:

1. Strong written and verbal communication skills.
2. Excellent clinical ophthalmic skills.
3. Leadership ability with strong motivational skills.
4. Must be able to delegate and supervise.
5. Must use discretion in all personnel matters.
6. Must have a "team minded" approach.
7. Must be in alignment with practice (including surgical suite) mission statement.
8. Understanding of practice management and ehr software within 90 days of continuous employment.
9. Ability to multi-task.



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Key duties and responsibilities:

1. **Communications**-Works jointly with the director to develop new policies and procedures and will continually update and revise the *Policy & Procedures Manual*, participates in all committee meetings assigned by the director, acts as secretary on all committees and is responsible for keeping up to date and accurate meeting minutes.
2. **Facility Management**- Establishes and maintains a positive and safe work environment. Oversees equipment maintenance following all manufacturer guidelines and according to company policy. Ensures all equipment is in proper working condition and annual preventative maintenance is being performed.
3. **Inventory Control**- Monitors inventory control processes and supervises personnel using a cost-effective approach ensuring the clinic and surgical suite is adequately supplied with all necessary pharmaceuticals, samples and general supplies. Evaluates operational needs of materials and equipment to deliver quality health care services.
4. **Personal Development**- Attends seminars to further communication and teamwork skills and to remain current with all AAAHC, OSHA and CMS guidelines, participates in continuing education courses pertaining to areas of specialty and new development within clinical procedures.
5. **Personnel**- Conducts yearly employee evaluations, in charge of employee orientation, training and development of staff, ensures clinical staff meets all requirements of job description and mission statement, assists in resolving interpersonal conflicts among clinical team and other staff members, ensures technician certifications and licenses are kept up to date per company policy, will assist director in the recruiting and hiring of all allied health professionals.
6. **Quality Assurance**- Ensures all physician standing orders are up to date and accurate, communicates changes to the surgical staff, completes monthly chart audits ensuring Medicare compliance, reviews patient survey assessments, oversees and improves clinical processes assuring best reliable procedures are used and according to AAAHC guidelines and develops methods to measure productivity, e.g., time studies. Will assist director with the creation and development of all annual reports.
7. **Staffing**- Monitors patient flow and creates and maintains employee and allied health professionals' schedules, maintains efficient FTE/patient ratio, investigates patient flow problems and develops solutions, encourages open communication with all associates, including physicians, coordinates technician daily assignments. Coordinates physician schedules with front desk staff.
8. **Staff Development**- Encourages internal and external continuing education opportunities for technicians, conducts and supervises drills and in-service training to communicate all



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pertinent information relating to the clinic's and surgical suite's daily functions and to ensure compliance with accreditation standards.

9. **Technician duties-** Has a working knowledge of all clinical testing and assisting techniques. Assists with quality of care services provided to patients by the clinical staff.
10. **Extra Duties-** Assists administration in phone counseling, in-office surgical assisting, counseling and informed consent. Participates in open houses and other marketing activities.

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