



Compassionate Care - Always

Program Manager

This position leads and manages medical clinic operations, health screening, dispensary, client navigation services and project access program.

- Classification:** Exempt employee; 40 hours per week; days and hours variable based on clinics and position functions
- Salary:** TBD
- Job Relationships:** Reports to Executive Director; works in partnership with program managers and supports medical advisory and project access advisory committees
- Contact/ Apply to:** Ann Wheelock
Executive Director
4100 Plomondon St.
Vancouver, WA 98661
ann@freeclinics.org
www.freeclinics.org
- Application Materials:** Cover letter, current resume, recent writing sample

Duties & Responsibilities: (Job posting is also on website at www.freeclinics.org)

Management

- Management of medical clinics, health screening, dispensary, and project access program.
- Monitors medical program and facilities to ensure internal controls and compliance are maintained.
- Provides leadership, direction and clinical supervision to medical and project access program staff.
- Maintains positive working relationships and builds in retention strategies with volunteers; Recruits volunteers for medical clinics, health screening, dispensary, client navigation and project access program.
- Ensures medical, project access and dispensary records are appropriately maintained and oversees quality control and confidentiality.
- Ensures program statistics and monthly activities are properly and accurately collected, reviewed monthly, and reported to communications and development manager.



Free Clinic

OF SOUTHWEST WASHINGTON

Compassionate Care ~ Always

- Develops, compiles and maintains current program policies and procedures for medical clinics, health screening, dispensary, client navigation services and project access program.
- Organizes and ensures appropriate operations of medical clinics systems including patient processes within the Clinic.
- Develops and ensure implementation of program development and evaluation plans within the framework of the organization's strategic plan.
- Creates and manages medical clinics, health screening, dispensary, client navigation and project access program budgets.
- Monitors program funding compliance and informs executive director of any pertinent information.
- Participate administratively and operationally in community events, as requested.
- Monitor regulatory agency requirements and ensure compliance.

Administration

- Participates and maintains a leadership role in clinic administrative activities, i.e. management team meetings, budget preparation and monitoring.
- Collaborates with program managers to improve patient services, systems, communications and clinic efficiencies across programs.
- Develops and monitors clinic equipment needs. Provides updates to capital inventory.
- Attends trainings, meetings and/or conferences representing the Clinic, as recommended by the Executive Director.
- Staffs medical advisory committee and project access committee; partners with committee chairs to prepare agendas, gather information and assist in goal development, monitoring and implementation.
- Provides requested information to communications & development manager for medical clinics and project access program grant reports.
- Provides program updates to newsletter, website, and other communication materials.

Supervision

- Recruits, hires (in partnership with Executive Director) and oversees performance of direct staff reports within the Clinic's policies and procedures.
- Maintains regular supervisory meetings with individual staff and team to review work assignments and goals.
- Develops, assists and, when necessary, disciplines employees.



Compassionate Care ~ Always

- Discharges employees in consultation with executive director.
- Supervises and/or delegates team leading of medical clinics, health screening, dispensary, client navigation, project access volunteers and student internships.

Direct Services

- Serve as a patient advocate, when appropriate.
- Serve as advisor to medical director, when necessary.

Qualifications

- Three years' experience in medical operations and management/leadership position, preferably in non-profit organization working with volunteers.
- Bachelor's degree in health care or related field.
- Ability to hire, lead, train and retain volunteers and staff.
- Demonstrated writing skills.
- Ability to collect and analyze data.
- Proven success in ability to prioritize and organize responsibilities and projects.
- Budget management.
- Understanding and ability to apply principles and rules of confidentiality.
- Demonstrated experience in use of tact, discretion and integrity.
- Must possess excellent relationships skills to effectively communicate with staff, volunteers, management, professionals and the community.
- Requires ability to work as a team member, organize and prioritize responsibilities, carry out advanced planning and work on numerous projects concurrently.