



JOB OPPORTUNITY

Position: Patient Services Supervisor/Operations Manager
Job Type: Administrative
Schedule: Full-Time w/Benefits
Location: Renton, Washington
Salary: \$68,000-72,000/yr plus benefits
Req'd Travel: Yes – travel to Tacoma and limited travel to Yakima
COVID Vaccination: Required

To be considered for a position you must include a cover letter which includes:

- **A statement of your view on being pro-choice**
- **A statement on specifically why you would like to work for Cedar River Clinics**

Send cover letter, resume, and three professional references via EMAIL, FAX or MAIL to:

Human Resources
Fax: (425) 207-4942
E-mail: HRjobs@CedarRiverClinics.org

Cedar River Clinics, a Feminist run organization committed to making a difference in the lives of patients by providing abortion and other reproductive health services, seeks a highly motivated pro-choice Patient Services Supervisor/Operations Manager with a proven track record to join us. The Patient Services Supervisor/Operations Manager oversees administrative staff, and assists with clinic flow and scheduling, coordination of care, security, and community outreach.

RESPONSIBILITIES - SUPERVISORY

A. Payroll

1. Review timecards, time sheets and attendance for accuracy and needed cost allocation revisions.
2. Review time off requests and excuse or deny them based on clinic needs.
3. Approve waiver of lunch breaks, overtime work, or paid time for travel, conferences, or training prior to the occurrence and in accordance with policies and guidelines.

B. Personnel

1. Recruit, interview and fill staff positions.

2. Conduct periodic performance evaluations for staff and document.
3. Provide conflict resolution:
 - a. Assist in maintaining open communication and smooth working relationships among clinic staff.
 - b. Make decisions when different areas of the clinic have conflicting goals and views on how to handle a situation.
4. Issue warnings, disciplinary actions, make probation agreements with employees. Termination of employees, conduct exit interviews and document.
5. Report problems to the Director of Operations after reviewing all personnel interviews and performance evaluations for accuracy, objectivity and potential legal problems; Notify Human Resources of employee personnel actions.
6. Notify Human Resources of terminations, leaves of absence, and changes of position, salary, employment status and changes of address and phone number.
7. Recognition of staff for patient compliments and employment anniversaries.
8. Supervise Operations staff as needed.

C. Scheduling

1. Coordinate with other referring, primary or specialist healthcare providers with information, treatment or testing by the clinician or Clinic Manager.
2. Assist patients in determining their Medicaid eligibility.
3. Regularly monitor information about clinical services and fees provided over the telephone to assure that it is complete, accurate and in a professional manner.
4. Determine patient fees based on services needed on a sliding scale.
5. Schedule patients at times determined by the Clinic Manager and provide schedules as requested.
6. Work with Clinic Coordinator and/or Clinic Manager to schedule patients with unusual circumstances.

D. Referral Contacts

1. Maintain professional contact with referring physician or agency.
2. Assist Clinic Manager in developing mailing information about our services.
3. Maintain up-to-date referral contacts on the mailing lists.
4. Send out letters of appreciation and patient summaries to referring physicians when appropriate.

E. Patient Comfort and Convenience

1. Maintain reference files of pro-choice organizations and other abortion providers, resources in the area, pharmacies, motels, buses and other information useful to our patients.
2. Assist with patient surveys from all locations.

Note: Some of the above responsibilities may be completed by staff being supervised in this area, depending on clinic size and the staffing needs.

F. Maintain Efficient Office:

1. Communicates with Clinic Manager regarding scheduling and referring agencies.
2. Communicate clearly to staff with authority and respect.
3. Encourage and utilize relevant input from staff.
4. Follow and provide guidance for procedures as outlines in “Administrative Policies and Procedures for Clinic Sites” and other Cedar River Clinics manuals.
5. Monitor and evaluate cost effectiveness of Patient Services area and strategize modifications with staff and other management.

6. Communicate with Clinic Manager regarding scheduling, staffing and problems and concerns.
7. Arrange and provide coverage for staff absences.

G. Provide Continuous Direction to Patient Services Staff:

1. Communicate with supervisor, administration and staff in a timely manner regarding changes, concerns and problems.
2. Encourage communication using established organizational structure.
3. Encourage, seek and utilize relevant input from staff.
4. Prepare for and facilitate effective meetings with phone counselors and intake staff.
5. Resolve conflicts:
 - a. Assist in maintaining open communication and smooth working relationship among Patient Service Staff.
 - b. Work with Clinic Manager to make decisions when different areas of the clinic have conflicting goals and views on handling a situation.

H. As a Member of the Management:

1. Be available for problem solving.
2. Carefully delegate authority.
3. Provide training as needed.
4. Communicate often and work proactively with other management staff.
5. Provide conflict resolution with patient or their partners -- either in person or on the phone.
6. Provide conflict resolution with other providers of healthcare.

I. Other Responsibilities:

1. Assist in developing training materials as needed.
2. Inform Clinic Manager of needed equipment maintenance.
3. Periodically review all Patient Service areas for proper dissemination of information and proper documentation according to clinic procedures and law.
4. Order Office Supplies.

RESPONSIBILITIES – OPERATIONS

J. Staff Relations

1. Communicate with administration and staff in a timely manner regarding changes, concerns and problems.
2. Encourage communication within structure guidelines -- especially for problem solving.
3. Encourage, seek, and utilize input from staff.
4. Delegate authority as needed
5. Provide training as needed.

L. Community Relations

1. Represents the clinic at professional meetings.
2. Represents the clinic to the press with guidance from communications staff.
3. Maintains professional relationships with vendors, police, and medical professionals as needed.
4. Performs Practice Promotion for services provided at Cedar River Clinics
5. Updates staff on our own events - fundraising.

M. Budgeting and Purchasing

1. Work within a specified operating budgets and cash availability.
2. Notify administration when problems are predicted.
3. Report ideas to administration on how to decrease costs and increase efficiency.
4. Approve purchases through managers bank account.

5. Approve office supply ordering and monitors receiving according to purchasing procedures.
6. Follow all purchasing and receiving procedures.
7. Perform monthly and quarterly inventory on office supplies as assigned by purchasing.

N. Other responsibilities

1. Be liaison for security company and guards.
2. Supports Operations and QARM practices to assure compliance is maintained as required by Federal, State, and local laws, and accreditation standards.
3. Respond to or delegate the handling of problems with building maintenance and cleanliness and with equipment maintenance.
4. Periodically review all clinic areas for proper dissemination of information, and proper documentation according to clinic procedures and law.
5. Collaborate with leadership to improve and develop new processes and programs.
6. Performs other duties as assigned.

QUALIFICATIONS

1. Strong organizational skills.
2. Ability to prioritize and perform multiple tasks under pressure.
3. Execute strong communication skills, particularly oral communication skills.
4. Advanced computer skills relating to medical databases and scheduling.
5. Ability to handle multiple telephone extensions and familiarity with proper business telephone etiquette.
6. Previous healthcare management or supervisory experience
7. Previous supervisory experience.
8. Strong desire to assist a diverse group of people in taking control of their lives by providing them with information to get past barriers.
9. Ability to maintain confidentiality.
10. Ability to travel.

SKILLS:

1. Excellent interpersonal skills: the ability to interact with diverse audiences, listen thoughtfully, and engage people in our mission.
2. Ability to establish and maintain effective working relationships with employees, community groups, and the public.
3. Ability to communicate effectively and professionally – written and orally.
4. Excellent writing and editing skills.
5. Highly detail oriented and ability to problem solve.
6. Ability to work independently, prioritize and perform multiple tasks under pressure.
7. Ability to evaluate priorities and make sound decisions.
8. Ability to maintain internal and external confidentiality.
9. Possess a strong commitment to feminist healthcare and reproductive and LGBTQ rights.

ABOUT THE CLINIC:

Cedar River Clinics is AAAHC accredited health care facility with locations in Renton, Seattle, and Tacoma. We provide abortion, birth control, STI/STD testing and treatment, other reproductive health care, and LGBTQ wellness services including transgender care.

Cedar River Clinics is a social change organization that combines *direct services* (abortion and reproductive health care), with *activism* (to preserve the right to choose) and *community education* (to demystify health information and empower health decisions).

VISION: We have a vision of the world where we are all free to make our own decisions regarding our bodies, reproduction, and sexuality – creating communities where we can fulfill our own unique potential and live healthy whole lives with dignity.

MISSION: Ensure access to reproductive and sexual health care through direct services, advocacy, and community education to defend bodily autonomy and advance social justice.

To learn more about:

- the clinic or the organization, see: www.CedarRiverClinics.org and www.FWHC.org