



TITLE: Practice Manager

JOB FUNCTION: Operations

FLSA STATUS: Exempt

GENERAL SUMMARY:

The Practice Manager manages the activities of the center which includes the daily operations, quality, service and costs in an expanded capacity. Position also ensures compliance with established regulations.

ESSENTIAL RESPONSIBILITIES:

- Manages the day to day clinical practice standards, staffing, payroll, budgets, fiscal management and quality improvement.
- Ensures compliance with federal, state and local regulatory requirements and established departmental policies and procedures.
- Monitors the quality of service and utilization of standards.
- Develops and implements quality improvement plans.
- Monitors financial performance and identifies and implements strategies to reduce costs and improve quality of care/service.
- Works with health care providers outside of the center to coordinate interdisciplinary approach to providing continuity of care, including utilization management.
- Ensures staff provides the highest quality of patient care and services.
- Investigates and resolves participant concerns regarding care and services.
- Provides initiative in problem identification, engages in proactive solutions, and utilizes resources effectively.
- Facilitates care plans, grievances, service requests and appeals.
- Functions in an expanded capacity, either as part of a PACE expansion project, managing a “super site” or overseeing another functional area of responsibility.
- Recruits, develops and motivates direct reports. Coordinates with other managers on initiating and communicating a variety of personnel actions including employment, termination, performance reviews, salary reviews and disciplinary actions.
- Performs other duties as required.

JOB SPECIFICATIONS:

- Bachelor’s degree required, Master’s degree preferred in social work, nursing, health care administration or a related field.
- Minimum of 5 years of experience managing professional staff.
- Minimum of 2 years experience working with a geriatric population.
- Proven experience in developing and delivering successful business strategies through the use of intuitive business acumen.
- Knowledge of operations management.
- Demonstrated leadership and motivation skills.
- Ability to initiate and drive changes; demonstrated results-driven approach.
- Demonstrated knowledge of quality improvement, clinical care delivery processes, staffing and budgeting.
- Demonstrated interpersonal communication skills.

Signature: _____

Date: _____