



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: \_\_\_\_\_