



Employment at Morrow County Health District

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and upholding our True North Statement of "Welcoming our patients and providing exceptional care."

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

Title: IMC/BIC Assistant Manager

Department: Irrigon Medical Clinic & Boardman Immediate Care

Exempt/Non-Exempt: Exempt

Reports to: IMC/BIC Director

Effective Date: 1/1/2023

General Position Summary:

The IMC/BIC Assistant Manager assists the IMC/BIC Director with the development and implementation of Primary Care strategies for Morrow County Health District at Irrigon Medical Clinic and Boardman Immediate Care. This includes implementing standards, workflows, policies, and supervision of clinic staff. This is a leadership position and requires leadership skills and experience.

Essential Functions:

1. Assist with the operations and delivery of services to the District's primary care clinics while maintaining a culture of "Welcoming our Patients and Providing Exceptional Care".
2. Maintain open and positive communication with staff, medical providers, other District departments.
3. Work in partnership with medical providers, administration, and clinic staff to develop and implement programs that promote health and access to primary care in the Morrow County Health District service area.
4. Ensure that all staff maintain strict patient confidentiality and follow all HIPAA regulations.
5. Assist the IMC/BIC Director to ensure clinics are certified and continuously meet criteria and compliance for:
 - Rural Health Clinic Certification

- National Health Services Corps Certification
 - Patient Centered Primary Care Home Certification
 - Medicare Meaningful Use Attestation
 - Eastern Oregon Coordinated Care Organization Program Guidelines
6. Ensure that clinics operate at peak efficiency to provide timely, high quality coordinated care with exceptional patient outcomes.
 7. Assist with personnel actions including, but not limited to, hiring, performance evaluations, discipline process, submission of time cards, tracking of time and attendance and management of schedules and vacation coverage for all staff, work collaboratively with the IMC/BIC Director and Human Resources Director for assistance in areas related to personnel.
 8. Attend all required meetings and complete all assigned training by the due date.
 9. Maintain strict patient confidentiality and follow all HIPAA regulations.
 10. Share Emergency call with IMC/BIC Director for weekend/holiday facility emergencies and staff call in's.

Secondary Functions:

1. Ensure office and clinic supply inventory is current, mail is opened and processed, and all offices are opened and closed according to established procedures.
2. Other duties as assigned.

Job Scope:

Supervisory Responsibility:

Assists with the supervision of all clinic employees at IMC and BIC in collaboration with IMC/BIC Director.

Interpersonal Contacts:

Excellent professional interpersonal communication skills are required for in-person, phone and email communications. A demonstrated understanding and appreciation for diverse cultures required.

Specific Job Ability:

The IMC/BIC Assistant Manager must possess excellent organizational and prioritizing skills to manage multiple and concurrent projects. The manager must be skilled in general office operations and experienced in Microsoft Office programs, especially Excel, and be able to become an expert user of the District's Electronic Medical Record software. In conjunction with the IMC/BIC Director, the Assistant Manager will be able to track, extract data and file reports for various certifications the clinics operate under. Some planning and project management skills, including use of project management tools and critical thinking are required. Experience in program development and implementation helpful.

Specific Job Effort:

Mental efforts include handling clinic staff issues on a day to day basis, handling patient complaints, sometimes hostile, while maintaining composure, manage conflict between employees, patients, or combinations of those groups, and the ability to function professionally while in stressful situations.

Physical efforts include adequate vision, hearing and manual dexterity to perform duties, be able to safely lift up to 25 lbs., excessive sitting, walking, bending, stooping, standing.

Education, Experience and Certification/Licensure:

Two years of leadership experience preferred. Some college education preferred. Combination of education and work experience will be considered.

Job Conditions

The position is subject to infectious diseases, substances, odors, hostile and emotionally upset patients & family members, etc. throughout the work day. Occasional exposure to blood, body fluids, infection waste, hazardous materials, noise. There will be some travel between clinics, for meetings and events as well as occasional overnight stays for trainings, etc.