



JOB DESCRIPTION

Patient Services Manager

EDUCATION & EXPERIENCE: Associate degree or higher and/or 5 years' leadership experience preferred.

REPORTS TO: Director of Business Services

SKILLS:

- Demonstrated leadership, communication, and problem-solving skills
- Demonstrated effectiveness in team development strategies,
- Demonstrated ability to evaluate and balance team and individual workloads through effective time management, prioritization, and organizational skills
- High level of integrity and commitment to enhancing the mission, vision, and culture of WFM
- Teachable attitude regarding mission, values, and vision of WFM patients and community
- Creative, collaborative, and innovative mindset
- Highly efficient organizational, project management, and planning skills, as reflected in the abilities to prioritize multiple simultaneous tasks, meet deadlines, and produce timely, accurate, and quality results
- Ability to travel between clinic locations
- Excellent written & verbal communications
- Ability to serve as part of team of Patient Services Managers with shared job responsibilities

PRIMARY DUTIES:

- * Attends meetings as an advocate for clinic, participates in solving issues at organizational level
- * Relationship building and strategizing between Clinicians, Team Members, and other departments to enhance productivity.
- * Execute quality control and process evaluation
- * Supervise volunteers and interns
- * Data collection, tracking, evaluation, and reporting for various departments
- * Participate in WFM quality improvement initiatives and other WFM internal systems as needed
- * Participation in budgeting & sustainability planning
- * supervise, train, and develop Patient Services Site Lead and front desk clerical team members
- * ensure effective operations of clinic front office including coverage for all clerical positions daily
- * ensure coverage for and supervise extended hours' clerks (as applicable)
- * periodically perform appointment and registration audits to assure accuracy and compliance
- * comply with and ensure proper adherence to all company, local, state and federal policies, procedures and regulations
- * collaborate with peers to regularly create training and development materials/conferences and schedule Team Members training sessions
- * knowledgeable in all aspects of front office operations
- * collaborate with peers to develop and implement processes and procedures to ensure front office efficiency and improve patient experience
- * Submits purchase requisitions, monitors cash collections and payments at site if needed, coordinates with departments as needed

- * collaborate with Clinical Leadership and other department leads as needed
- * provide support regarding policies and procedures for front office Team Members as needed
- * Implement policies, procedures and objectives for clinic(s) that are aligned with organization's objectives
- * Provide information to physicians, community groups and referral agencies about programs provided by our organization
- * Communicate with various departments to coordinate services, resolve operational issues and ensure service excellence
- * Act as a first line resource for patient complaints, coordinates complaint resolution with patient advocate
- * Employee coaching, including performance evaluations, recommending merit raises or corrective action

OTHER DUTIES:

- Assist with provider templates as needed
- Maintain dental scheduling templates (select clinics)
- Create and update the Extended Hours schedule for front desk staff
- Assist with volunteer orientation
- Coordinate activities of community partner organizations at certain clinics sites as needed
- Coordinate MyChart appointment scheduling requests
- Coordinate Epic upgrade trainings and development of materials for clerical staff
- Coordinate department meetings and clinic meetings

PHYSICAL AND MENTAL REQUIREMENTS:

- * possess a valid Texas driver's license and appropriate liability insurance
- * visual and auditory accuracy
- * shift length - 8 hours
- * indoor setting
- * frequent use of computer
- * long periods of sitting, standing, walking
- * frequent use of telephone
- * continuous repetitive grasping and manipulation of both hands
- * continuous conversational communication
- * frequent, reaching, squatting, bending, twisting and climbing
- * occasional carrying, lifting, pushing and pulling of up to 25 lbs
- * occasionally working in confined, noisy, dusty areas
- * frequent use of personal transportation
- * occasional travel
- * understand/carry out simple/detailed, oral/written instructions
- * memorize and retain instructions
- * read and interpret detailed specifications

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee Signature

Supervisor Signature

Date