



## THE COQUILLE INDIAN TRIBE

### Ko-Kwel Wellness Center

**Job Title:** Clinic Manager  
**Department:** Health and Human Services (HHS)  
**Reports to:** Health and Wellness CEO  
**FLSA Status:** Exempt –Full time  
**Salary Grade:** \$80,163-\$125,255  
**Location:** Eugene

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

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#### JOB SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Health and Wellness CEO, this position coordinates and manages all aspects of the KWC Eugene clinic, including medical outpatient care, patient volume, quality of care metrics and quality improvement (QI), billing, facility budgets and coordination with the Tribe's primary Wellness Center in Coos Bay, Oregon.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinates the development and implementation of a medical outpatient clinic at the Tribe's KWC Eugene location, focusing access and care on eligible American Indian/Alaska Natives and their families.
2. Provides leadership and oversight to the Family Nurse Practitioner, reception, patient registration and other office staff, including but not limited to; planning, scheduling, and assigning work, establishing guidelines and performance expectations, providing feedback and evaluating performance. Provide advice, counsel, and/or instruction to staff and conducts disciplinary measures as necessary.
3. Responsible for the oversight and management of Quality Improvement (QI) program; including but not limited to facilitation of a QI Committee, monitoring on-going data collection processes to measure quality and identify quality related problems or concerns, coordination and integration of quality improvement activities, peer review, and risk management and infection prevention and control programs; conducts annual evaluation of the QI program for effectiveness and to determine if the program's purpose and objectives continue to be met.
4. Coordinate and manage relationships and agreements with Lane County CCO's and appropriate State agencies to ensure optimum revenue generation.
5. Coordinate and manage credentialing of facility and/or medical providers to maximize alternate resources available to all eligible patients to meet annual revenue projections, while providing no "out of pocket" care to eligible AI/AN's.
6. Manage and provide oversight for the risk management program including but not limited to reviewing all incidents and adverse events and ensuring corrective actions are taken as needed.
7. Manage and provide oversight for the KWC Eugene Safety Program, including but not limited to ensuring staff members have the necessary trainings related to maintain a safe environment, reviewing facility and environmental safety assessments and ensuring appropriate corrective actions as necessary, and coordinating with the Tribe's Emergency Management Coordinator to conduct quarterly emergency drills. Manage and provide oversight for the AAAHC accreditation cycle, including but not limited to monitoring for on-going compliance and AAAHC standards,

preparing for and managing the tri-annual AAAHC survey process, conducting corrective actions following the survey as needed.

8. Serve as the KWC Eugene HIPAA Coordinator.
9. Coordinate KWC Eugene new employee orientation and on boarding including but not limited to ensuring appropriate initial training for safety has been completed, medical screening has occurred and the HHS credentialing policy and procedure has been followed if applicable.
10. Develop schedules and assignments for staff to facilitate meeting Meaningful Use metrics and other benchmarks and standards as directed.
11. Develop, maintain and implement KWC Eugene policies and procedures for all services provided in Eugene.
12. In coordination with HHS leadership team, assist in establishing short and long-term departmental goals; to be approved by the Executive Director and Tribal Council. Assists in the preparation of documents, plans and reports regarding those goals.
13. Provide assistance in preparation of Annual Departmental budget(s) in coordination with the Health and Human Services Director. Reviews and monitors expenditures to remain within established annual budget and compliance with the Tribe's fiscal management ordinance.
14. Serve as liaison to tribal, federal and state agencies as determined by supervisor.
15. Meet with the Health and Human Services Administrator and the Health Advisory Board to provide an overview of the health services programs. Provides input into the development of the annual committee budget and expenditure of funds.
16. . Attend specific meetings designated by supervisor.
17. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job. This position may involve transporting Native Americans and Non-Native patients and clients in Tribal vehicles, employee owned vehicles and rental vehicles to and from a variety of KWC Eugene functions and activities.

#### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to develop the skills of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
4. Demonstrated ability to be results driven; making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

5. Knowledge and skill in performing department-level administrative functions, including personnel and budget management, procurement, preparation and administration of contracts, grants and agreements and program evaluation and reporting.
6. Ability to maintain effective working relationships with outside governmental officials, administrative and granting agencies.
7. Ability to successfully carry out all phases of grant administration including writing grant applications, developing and tracking budgets, and grant reporting.
8. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
10. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.

#### **REQUIRED QUALIFICATIONS**

- A. Bachelor's degree in a Health-related field or Business Administration is required.
- B. 5 years of management and supervisory experience in a public health or medical outpatient setting is required.
- C. Specific knowledge and experience in maximizing billing opportunities, including working with State Medicaid agencies and coordinating agreements is required.
- D. Knowledge of Indian Health Service programs is preferred.
- E. Knowledge and experience with QI and patient metrics are required.
- F. Knowledge of HIPAA privacy and confidentiality guidelines is required.
- G. Experience with Health Care Accreditation (AAAHC) preferred.
- H. Experience working within a Tribal environment is preferred.
- I. Experience in grant writing, grant management and reporting is strongly preferred.
- J. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
- K. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
- L. First Aid/CPR certification required or ability to obtain within 90 days of employment.