

STREET LEVEL HEALTH PROJECT

Title: Clinic Manager

Hours: 32 hours per week - Non-Exempt Position



Organization:

Street Level Health Project is an Oakland-based non-profit organization dedicated to improving the health and well-being of underserved, urban, immigrant communities in the Bay Area. We prioritize a holistic health framework that provides direct services to empower low-wage workers to access and advocate for resources that strengthen communities.

Health Access Program

The Health Access Program is a program of Street Level Health Project that provides a biweekly weekly drop-in clinic with concurrent medical, mental health, herbal/nutrition services, patient advocacy, health enrollment, and prevention services for uninsured and underinsured immigrants in Alameda County. Our work is a collaborative effort of a broad team of dedicated individuals including a medical director, community health workers, mental health consultant, a nutritionist/herbalist, interpreters, volunteer medical providers, precepting students and external partners.

Clinic Manager

The Clinic Manager will facilitate the day to day operations of a twice weekly clinic; support a broad range of providers, consultants, staff members and volunteers to implement an integrative health model. The clinic manager is part of the Health Access Program leadership team.

Clinic Hours: Mondays 10am to 4pm and Wednesdays 1pm to 5pm

Clinic Coordination

- Supervise clinic flow including monitoring sign in list; coordinating provider visits
- Manage volunteer community health workers and delegate tasks to ensure role clarity and coverage.
- Administer intakes and vital signs as needed depending on volunteer coverage.
- Personally review each patient chart and oversee patient discharge process.
- Support clinic team (including volunteers, community health workers, interpreters, consultants, volunteer medical providers) to ensure an integrative practice and continuity of care.
- Collaborate with Nutrition and Mental Health consultants to ensure continuity of care.
- Maintain a clean and organized clinic space, restock supplies as needed to ensure clinic rooms always contain all required supplies.
- Coordinate with Prevention Services staff to increase linkage to internal and external referrals
- Conduct 1:1 health education and help clients identify tools to navigate healthcare/system barriers.
- Conduct patient follow up on internal and external referrals, lab results, imaging results, insurance enrollment and primary care as needed
- Ensure all patient data is entered into the database and that client information is HIPAA compliant.
- Independently implement clinical protocols and procedures as directed by the Medical Director.
- Provide conflict resolution as needed to staff, community health workers, providers, and volunteers.

Program Administration

- Collaborate with Medical Director to recruit and schedule volunteer medical providers to ensure coverage of 8 clinic sessions per month.
- Collaborate with the Prevention Services Manager to ensure Health Access Program outcomes are met.
- Manage HAP budget, order medication, travel vouchers, equipment, office and lab supplies as needed.
- Oversee data entry and complete reports for grant funders of clinical services.
- Coordinate with Prevention Services Manager to increase linkage with internal and external referrals.

- Recruit and refer patients for specific health education opportunities and programs.
- Produce monthly and quarterly reports to Medical and Executive Directors to ensure outcomes.
- Collaborate with the Development Director to manage work plans for deliverables related to HAP programming, funding reports and grants

Organizational Support

- Attend and participate in weekly department and staff meetings.
- Support other SLHP staff / programs as needed with both direct services and feedback/problem-solving
- Help with organizational events as needed (e.g. community events, volunteer recruitment fairs, etc)
- Participate in organizational visioning, planning, decision-making (e.g. strategic planning process)

Required Skills and Qualifications:

- This position requires **bilingual fluency** in Spanish and English, with strong oral and written communication skills. No exceptions!
- Minimum 3 years of experience managing a clinical or health work setting providing care for low-income undocumented immigrants, trauma impacted, limited literacy, substance addicted communities.
- Excellent communication, mediation and group discussion skills.
- Flexibility, adaptability and creative problem-solving approach.
- Strong desire and ability to work collaboratively.
- High level of self-direction, with an ability to multitask and prioritize demands effectively and quickly.
- Experience with Salesforce database management, data analysis and reporting.
- Proficiency with Microsoft Office and Google Suite.
- Knowledge of Alameda County resources, community organizations, and health systems
- Prior training in health education, integrative health, nutrition, mental health, or program administration.
- Interest in policy work that advances the rights of immigrants.

Skills and Experience Preferred:

- Mam speakers and POC highly encouraged to apply.
- Expertise in Microsoft Excel, SPSS, EMR systems highly desired.
- Experience in non-traditional and open community center work settings.
- Background in Medi-Cal Enrollment and Billing

Salary and Benefits:

The base compensation rate for this position is \$17/hour and includes a full benefit package (medical, dental, vision, accrual of vacation and sick leave) with the potential for an increase in pay based on experience. Additionally, after completing the first year of hire, the employee is eligible for 10 days paid leave during our annual holiday closure. The Clinic Manager position is part of Street Level Health's administrative team and reports directly to the Medical Director and Executive Director.

Street Level Health Project (SLHP) is an equal opportunity and affirmative action employer, and does not discriminate on the basis of race, color, religion, sex, sexual orientation, ancestry, national origin, marital status, age, disability, gender, identity, HIV status and any other characteristic protected by local, state, or federal law, in any of its relationships with employees or employment applicants.

How to Apply: Please submit cover letter detailing related experience and resume by **Friday, February 9, 2018** to jobs@streetlevelhealthproject.org. Note job title in the email subject. Applications without cover letters will not be considered. This position will remain open until filled. Please no phone calls!