

**Site Manager
Job Description**

Reports to:	Chief Operations Officer
Classification:	Exempt
Department/Site:	Administration/Yazoo/Belzoni/Canton

Major Functions:

Responsible for the professional management at the Canton, Yazoo and Belzoni sites administering organizational goals and objectives. The site manager is the key conduit in the communication between GACFHC leadership team and the Health Center sites for information, policies, procedures and expectations. Site manager is responsible for effective acquisition of employee and patient feedback between the Health Center sites and the administrative arm/ leadership for the organization.

Essential Functions:

- **Patient Flow Issues:** Objective: Timely and efficient service delivery to all clients of the assigned health center facilities. The Site Manager exercises supervision of all staff involved in the patient flow process inclusive of but not limited to front desk staff, greeters, client care coordinators, medical records staff, WIC staff, social services staff, contractual employees, volunteer staff, students, interns, and special program staff.
- **Operations:** Objective: Use of cost effective policies and procedures for all operational areas of the sites including data processing, space planning, inventory control, monitoring/maintenance of budgetary guidelines as established for the sites. The Site Manager exercises supervision of all staff involved in inventory acquisition and equipment maintenance at the sites. The site manager must establish a system to routinely ascertain site needs and report to the Chief Operation Officer. The report to the COO should include recommended corrective action plan with requested deadlines for completion and follow-up to positive conclusion.
- **Staffing Management:** Objective: Ensure management of reasonable workforce to meet the needs of patient population served by the Health Center site. The Site Manager is responsible for reporting site staffing to Chief Operation Officer. The Site Manager should report staffing needs along with recommendations for improvement.
- **Quality of Service:** Objective: Ensure that all interactions and contacts patients have with the health care facility are conducted with caring, concern, and compassion. Cultural and literacy issues are integrated into quality of services provided. The Site

Manager serves as the first line in the patient grievance and ensuring patient satisfaction procedures and policies. The Site Manager will maintain Quality Patient Services standards established for GACFHC.

- **Communication Issues:** Objective: Ensure that all GACFHC staff members (full-time, contractual, volunteers, students, etc....) are aware of organizational, departmental, and site specific issues as identified by leadership team.
- Performs other work related duties as necessary.

GACFHC reserves the right to revise or change job duties, work sites and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Relationships: Directly responsible to the Chief Operation Officer, Chief Executive Officer, requesting organizational elements, department heads, receiving parties and vendors.

Educational/Skills: Bachelors of Arts degree with at least five years of experience in a leadership or management position, Masters of Arts preferred. A comparable amount of training and education or experience may be substituted for the minimal education qualifications of at least ten years' experience in health care administration or management.

Mental Demands: knowledge of basic management and coordinating health care operations. Demonstrate skills of written and oral communication, including coaching, counseling, planning, monitoring of operations and patient flow throughout the sites.

Physical Demands:

Must continuously listen, visualize and have dexterity and eye-hand coordination, ability for grasping and speed work. Must frequently sit, squat, reach, use both right and left forearm rotation and walk. Must occasionally kneel, twist, have ability to grasp firmly, left and carry, push and pull in excess of 50 pounds.

I acknowledge that I have read this job description and I understand and accept the performance expectations described.

Signature of Employee

Date

Signature of Supervisor

Date