



*Creating Awareness  
Providing Opportunities  
Improving Quality of Life*

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**Position:** Clinic Manager  
**Center:** New Hope Wellness Center  
**Location:** Oklahoma City, Oklahoma  
**Salary Range:** \$65,000 – \$70,000  
**FLSA:** Full-time, salaried, non-exempt with Benefits  
**Grant Funded:** Yes

**General Description/Job Summary:**

The Office Manager will work under the direction of the Chief Executive Officer and Medical Director in providing management and leadership to our clinical team and keep the facility running efficiently.

**Job Tasks: (*this list is not all inclusive*)**

**Clinic Functionality**

- Developing, implementing, and maintaining structures, policies, procedures, and guidelines (internal and external) to ensure successful operations.
- Develops, implements, and maintains office policies and procedures.
- Overseeing EHR maintenance and functionality.
- Ensures regulatory compliance with HIPAA, OSHA, labor laws, and other federal, state, and local regulations.
- Managing the clinic by monitoring patient movement through the clinic, monitoring wait times, and guiding staff to deliver services in an efficient, safe, and patient-centric manner.
- Developing, reviewing, revising, submitting, and implementing policies, procedures, goals, and objectives for NHWC clinical practices.

**Financial Performance**

- Implementing efficiencies to achieve best resource utilization while reducing costs.
- Creating a cost management culture, focused on continuous improvement.
- Ensuring practices operate within budget targets.
- Developing and managing vendor relationships. Negotiates vendor pricing.

**Managerial Duties**

- Promoting excellent customer service at all levels of the staff.
- Managing the work schedules of clinical operations staff by coordinating adequate clinic coverage.
- Ensuring that the site is staffed appropriately.
- Coordination of the day-to-day operations of the practice.
- Interviews, hires, and trains a productive medical office team and conducts performance

reviews.

- Maintains and manages all filing and organizational systems for the practice.
- Ensures staffing is appropriate for day-to-day operations, reviewing processes and making recommendations for improvement.
- Ensures patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.
- Coordinates staff meetings for administrative and clinical staff.
- Coordinates logistics for internal and external meetings and conferences.
- Ensuring that all business functions are operative and that all processes are effectively and efficiently in place.
- Performing quality checks on services provided.
- Ensuring that office space, supplies, equipment, and assistance are provided and maintained appropriately for medical staff and patient care.
- Communicating with clients, third-party resources, and upper management teams for most effective project completion.
- Managing daily operations and coordinating the work activities and schedules designated operational processes.

**Minimum Requirements:**

- Bachelor's or Master's degree in Nursing, Business Administration, Accounting, Health Care Administration or an appropriately relevant field or three years of medical clinic setting.
- Two years in a supervisory or management position.
- Ability to communicate effectively in verbal and written form.
- Sound understanding of all federal and state regulations including HIPAA and OSHA.
- Knowledge of disease prevention.
- Strong planning and problem-solving skills with the ability to prioritize multiple demands.
- Excellent interpersonal and communication skills both written and verbal.
- Strong work ethics and leadership abilities.
- Knowledge of safety practices and hazardous conditions to provide a safe work environment.
- Knowledge of HIPAA privacy requirements.
- Ability to establish and maintain effective relationships and partnerships through collaboration with widely diverse groups, including physicians/providers, individuals at all levels both internal and external of the organization, and gain their cooperation.
- Leadership and teambuilding skills: Ability to establish a spirit and team culture of excellence among staff and physicians/providers.

**Preferred Training and/or Experience:**

- Two years in a supervisory or management position in a medical setting.
- Skill in using healthcare software and computer systems.
- Knowledge of continuous process improvement concepts and practices.
- Knowledge of regulations related to Medicare, Medicaid, and commercial insurance.

**Special Requirements:**

- Must be willing to travel.
- Must be willing to work evening hours and weekends if necessary.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in the GRI Personnel Appearance Policy.

Interested applicants send resume to: Theodore Noel at [tnoel@guidingright.org](mailto:tnoel@guidingright.org)