

Position Description

Name: _____

Classification: _____ Ambulatory Care Manager _____

Department: _____ Cancer Center Institute _____

FUNCTION:

The occupant of this position manages, supervises and coordinates the reception units located at the Simmons Cancer Institute.

ORGANIZATIONAL RELATIONSHIPS:

This person reports directly to the Health Care Administrator, who in turn reports to the Administrator, Cancer Institute.

DUTIES AND RESPONSIBILITIES:

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude from the position if the work is similar, related, or a logical extension of position responsibilities.

75% ADMINISTRATIVE

1. Ensures the efficient and timely performance of staff; assigning, directing and evaluating their work.
2. Monitors quality of work and services with regards for accuracy and performance improvement.
3. Orients and trains staff.
4. Establishes daily priorities in the clinic according to workload and patient volume. Develops, implements, and supervises clinic systems and procedures that ensure smooth, efficient, high quality functioning/operations.
5. Counsels and provides personal assistance to patients regarding account status, financial policies and procedures.
6. Provide support to physicians, nurses, and patients to ensure quality and efficient patient processing and care. Keeps physicians abreast of special problem or needs of the patients.
7. Provides justification and estimates for use of budgeted funds.

8. Ensures implementation of departmental rules, policies and procedures; recommends revisions.
9. Performs duties related to human resources in accordance to policy for clinic employees with assigned direct supervision. Approves schedules, performs evaluations, interviews, hires, terminations and implements corrective action as needed.
10. Interprets and explains billing, hospital, and/or departmental policies and procedures to patients, staff and physicians.
11. Compiles and organizes data related to clinic activities into reports, as well as analyzes clinic activity reports.
12. Serves as liaison within the Simmons Cancer Institute, as well as other Departments within the School as it relates to the reception areas.
13. Serves on Department committees and School-wide committees as a resource for implementing new procedures.

25% CLINIC OPERATIONS

1. Directs and participates in staff meetings and /or conferences as requested. Attends division faculty meetings as necessary.
2. Ensures clinic areas are organized, clean, neat and professional.
3. Ensures excellent public relations by all employees in the clinics. Ensures patients needs are met and treated with respect. Complies with the Patients' Bill of Right Laws.
4. Ensures clinic office equipment is functioning properly and has repairs completed as needed.
5. Responsible for space utilization in the waiting rooms.
6. Handles and/or directs business correspondence for clinics.
7. Consults Health Care Administrator if problems/issues and recommends corrective actions or solutions.

KNOWLEDGE REQUIRED FOR THE JOB:

1. Ability to lead, direct, and supervise support staff.
2. Knowledge of various clinic departmental services.
3. Excellent interpersonal skills.
4. Ability to problem solve
5. Ability to handle multiple projects at one time and set priorities.

6. Knowledge of clinic registration and billing procedures.
7. Knowledge of third party reimbursement, disability claim forms, and insurance billing regulations.
8. Knowledge of automated admitting and billing systems.
9. Skill in computers and office equipment. Skill in developing reports and analyzing data.
10. Ability to establish and maintain cooperative working relationships with clerical and professional staff.
11. Ability to interpret policies, procedures, and guidelines.
12. Ability to interpret a variety of financial, diagnostic, and internal codes.

RESPONSIBILITY:

Administrative supervision for the clinic with authority to establish standards, guidelines, and systems for completion of work duties needed to maintain a smooth functioning clinic and to guarantee high patient satisfaction. Assigns work duties and priorities of the personnel assigned to him/her.

DIFFICULTY/WORKING CONDITIONS

Please see attached Physical and Environmental Requirements form. Serves as a liaison between clinical faculty, nurses, administrators, staff and patients. Travels between campus buildings and clinics as needed. Must work independently and be able to deal with stressful situations in a mature and professional manner. Must be trustworthy due to dealing with funds and medications. Must adhere to and implement proper guidelines.

PERSONAL CONTACTS

This individual will relate to patients, staff, physicians, all levels of private, public and professional people, both face-to-face and in written communication.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Ambulatory Care Manager

Position No. (If applicable): _____ Department: Internal Medicine Clinic-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the

I have read, understand and am capable of meeting the physical and