



Clinical Manager Position Description

Employee:

Positions Supervised: Assistant Clinical Manager, Triage Nurses, Rooming Associates, Care Manager(s)

Status: Regular Full-Time

Classification: Salary, Exempt

Date of Hire:

Supervisor: Director of Operations (DOO)

Last Revised: 1/26/2026

Position Summary: The Clinical Manager is responsible for the daily operation of the clinic under the direction of the FCHC Director of Operations (DOO). The Clinical Manager ensures the efficient and effective delivery of patient care through effective human resource management and the implementation of FCHC administrative policies and procedures. The Manager promotes the FCHC Mission, Vision, and Values.

Primary Duties:

- Focuses on guiding others in accomplishing work objectives, rewards and recognizes others, both formally and informally in ways that motivate them. Sets clear performance expectations and objectives and holds others accountable for achieving results. Conduct annual performance evaluations and goal setting with staff. Facilitates staff education as needed.
- Interview, select and set orientation objectives on all new clinic staff. Administers coaching, corrective action and recommends termination when necessary. Provides or recommends additional resources, training and tools to support staff needs. Enforces and adheres to organizational policy/safety practices.
- Oversee the daily operations of the clinic, leading morning huddle and assisting staff with day-to-day clinical operations when necessary. Plan, schedule and direct the work of self and others including provider and clinical staff schedules, the focus being the uninterrupted and uninhibited care of patients.
- Oversees Care Managers and CCM Process.
- Oversee VFC to ensure requirements are met by delegating day-to-day tasks to assigned staff.
- Responsible for ordering medical and clinical supplies.
- Manages mobile clinic operations including insuring good working supply and order of the mobile unit.
- Conducts monthly staff meetings. Attend all internal and external meetings assigned. Communicates and acts as liaison between other FCHC offices, providers and staff.
- Assist with coordination and compliance of training and competencies. Assist with leading the training and competency program.
- Monitors and updates procedures based on evidence-based procedures
- Ensure staff are utilizing policies and procedures for best practice care.
- Other duties as may be assigned from time to time.

Competencies/skills:

- Demonstrates excellent written and verbal communication skills. Clearly conveys messages in a way that will aid in understanding and retaining the information.
- Computer proficiency. Demonstrates a working knowledge and understanding of all computer applications used regularly. Ability to use these applications to increase overall productivity.
- Demonstrates effective problem solving and critical thinking skills. Attention to detail and the ability to prioritize and manage time effectively to meet organizational objectives.
- Demonstrates a high level of care and thoroughness to guarantee completeness and accuracy. Attention to detail.
- Demonstrate sensitivity to patient and customer needs through excellent customer service. Exhibits the FCHC mission, vision and values in all interactions with patients, providers, staff, vendors, etc.
- Demonstrates general understanding of Patient Centered Medical Home (PCMH) principals and importance of continuous quality improvement.

Experience, education, training, and licensure:

- Minimum requirement: Certified Medical Assistant
- 2-5 years of management experience required and 3-5 years clinical experience in ambulatory healthcare setting required. FQHC experience encouraged.
- Demonstrated success in working effectively alongside medical providers (CNP/PA/Physicians)
- Vast knowledge of electronic medical records systems. NextGen preferred.
- Proficiency in Microsoft Office applications, specifically Word and Excel.
- Demonstrated flexibility and ability to adapt and thrive in a dynamic, ever-changing environment.

Physical/Mental Requirements & Environmental Conditions:

Must be able to push, pull and assist in lifting up to 50 lbs. May be exposed to loud noises. Must be able to stand for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with patients and office personnel. May be exposed to blood and bodily fluids.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the duties expand or are updated.