UNIVERSITY OF SOUTHERN CALIFORNIA

Clinic Manager

Job Code: 187643

Grade: HH
OT Eligible: No
Comp Approval: 6/8/1994

JOB SUMMARY:
Oversees operations of patient care programs. Directs nursing practice, education and services. Supervises the utilization of resources and the application of new technological developments in patient care.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>E/M/NA</th>
<th>% TIME</th>
<th>Activity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>100</td>
<td>Directly or indirectly supervises all assigned subordinate staff, usually through supervisors. Recruits, screens, hires, orientates and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.</td>
</tr>
<tr>
<td>M</td>
<td>100</td>
<td>Directs and coordinates activities of patient care programs.</td>
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<tr>
<td>M</td>
<td>100</td>
<td>Establishes and implements operational policies, objectives, and major plans for the department. Develops and implements administrative policies and procedures. Ensures adherence to policies and procedures, provides interpretation as needed.</td>
</tr>
<tr>
<td>M</td>
<td>100</td>
<td>Reviews patient care programs to determine effectiveness in meeting established goals for care, treatment, and/or procedures, adherence to departmental policies and procedures, and conformance with established patient care standards. Initiates appropriate action to correct or enhance patient care programs. Directs compliance with regulatory and accreditation agency standards and federal and state regulations regarding patient care. Prepares for inspections by agencies.</td>
</tr>
<tr>
<td>E</td>
<td>100</td>
<td>Investigates and resolves incidents and complaints or suggestions from physicians, patients, visitors and staff. Corrects deficiencies, if any, and prepares documentation or explanation as needed. Records and investigates all incidents/accidents that occur.</td>
</tr>
<tr>
<td>M</td>
<td>100</td>
<td>Oversees activities of quality assurance programs for patient care provided by unit.</td>
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<tr>
<td>M</td>
<td>100</td>
<td>Participates in policy formation, long-range planning and policy-making for the department.</td>
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<tr>
<td>M</td>
<td>100</td>
<td>Administers the department budget. Provides financial projections for overall budget development and planning.</td>
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<tr>
<td>M</td>
<td>100</td>
<td>Assesses staff educational needs and oversees development of education programs. Promotes staff participation in educational opportunities and activities.</td>
</tr>
<tr>
<td>E</td>
<td>100</td>
<td>Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.</td>
</tr>
</tbody>
</table>
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
☐ No  
☐ Yes  

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university's Emergency Operations Plan and/or the employee’s department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Master's Degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 5 Years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- California state licensed RN or MHA/MPH with clinical, administrative and supervisory experience, current BCLS certification. Expert level knowledge of patient care practice and clinical expertise. Working knowledge of regulatory and accreditation agency requirements.

**Preferred Education:**
- Master's Degree

**Preferred Experience:**
- 7 Years

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget control
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Managerial Skills
- Networking
- Organization
- Planning
Problem identification and resolution
Public relations
Scheduling
Staff development
Teaching/Training

Skills: Machine:
- Computer Network (Department or School)
- Personal Computer

Supervises: Level:
Manages through subordinate supervisors

Supervises: Nature of Work:
- Administrative
- Clerical/Secretarial
- Managerial
- Professional/Paraprofessional
- Technical

SIGNATURES:
Employee: ____________________________  Date:_____________________________
Supervisor: __________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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