



## TRIBAL PERSONNEL DEPARTMENT

# JOB ANNOUNCEMENT

**JOB TITLE:** **Clinical Manager**  
**SUPERVISOR:** PCHC Health Director  
**LOCATION:** Peter Christensen Health Center  
**POST DATE:** October 31, 2024  
**CLOSING DATE:** November 14, 2024

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**General Description:** The primary responsibility of this position is to effectively and efficiently insure day to day operations at Peter Christensen Health Center. The Clinical Manager is a member of the PCHC Administrative Team and serves as a clinical resource to both the medical and clinical staff.

**Qualifications:** Bachelor's Degree in the healthcare field is required. Three to five years of experience in clinical and/or hospital health care setting is required, and management experience in one or both areas for at least one year is required. Prior experience with electronic health systems. A form of healthcare licensure required. Basic Life Support certification is required.

**Salary:** Negotiable depending on qualifications.

**How to Apply:** Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website [www.ldftribe.com](http://www.ldftribe.com) or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department  
P.O. Box 67  
Lac du Flambeau, WI 54538  
715-588-3303  
Email: [hr@ldftribe.com](mailto:hr@ldftribe.com)

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy

**Lac du Flambeau Band of Lake Superior Chippewa Indians**  
**Exempt Position Description**

**A. TITLE OF POSITION:** Clinical Manager

**B. DEPARTMENT:** Peter Christensen Health Center

**C. SUPERVISOR'S TITLE:** PCHC Health Director

**D. DESCRIPTION OF DUTIES:** The primary responsibility of this position is to effectively and efficiently insure the day to day clinical operations at Peter Christensen Health Center. The Clinical Manager is a member of the PCHC Administrative Team and serves as a clinical resource to the medical and clinical staff. Specific responsibilities include but are not limited to the following:

**Leadership:**

1. Acts as an ambassador for the clinic and community for effective relationships.
2. Assists in providing direction to staff in the absence of the PCHC Health Director in conjunction with PCHC Medical Director.
3. Collaborate with departments throughout PCHC on health initiatives, including the Community Health Department.
4. Participated and facilitates committees, groups, and training pertinent to the professional development of the position as requested.
5. Assist in monitoring clinical staff's compliance to the Health Insurance Portability and Accountability Act (HIPAA) standard through monitoring, training, and clinical practices.
6. Support and facilitate the principles of the Patient-Centered Medical Home model in staff's day-to-day activities, planning, and clinical objectives.
7. Must attend all mandatory meetings and participate in training and development activities as requested.
8. Ability to fulfill staffing needs according to licensure within scope of practice, as needed.

**Strategic/Operation Planning:**

1. Promote and advance opportunities that support the clinic's long-term objectives.
2. Design, implement and follow-through the inception or reassessment of services, systems, projects and/or processes in conjunction with Quality Improvement.
3. Assess clinical information and workflow assisting in the implementation of new procedures and processes as needed, supporting the Patient Experience model.
4. Actively participates with managers in a strategic, planning process and accepts responsibility where appropriate for strategies which support PCHC's long-term objectives.
5. Actively engages staff on departmental work plans to address priorities, appropriately identifying and delegating actions and responsibilities.
6. Manage the daily provider schedule templates.

7. Facilitates dialogue within and across departments regarding various items such as department process, quality concerns, and opportunities for improvement.
8. Provides supervision of the clinical records according to accrediting standards.
9. Maintains confidentiality by sharing information (verbal, written, and/or electronic) in appropriate places on a need-to know basis only and consults with both the Health Director and Medical Director when additional input and support is needed.
10. Works with the Healthcare Applications to develop useful reporting utilizing data collection system from the electronic health record.
11. Conducts periodic review and revision of existing clinic policies and procedures and creates new policies and procedures as appropriate.
12. Assists in coordinating agreements with education institutions, scheduling and onboarding students.
13. Manages medical equipment supply, inventory, repair, training of such equipment and medical equipment recalls.
14. Coordinate with IHS Biomedical Engineering to maintenance and inspection of all medical equipment.

#### **Human Resources Management:**

1. Assists with all necessary clinical staff certification and licensure; supports required training and continuing education and competencies for all staff and providers.
2. Coordinates with Health Director, Medical Director and/or other departmental staff in regards to staff relations (i.e., recruiting/hiring; interviewing; new policies and procedures as appropriate).
3. Supervisory responsibility for designated clinic staff; develop and implement an orientation strategy to assure consistency in clinical practice, skills, and electronic health record documentation for nurses, support staff and medical providers.
4. Conduct timely employee evaluations for designated staff.

#### **Financial Management:**

1. Assists the Health Director and Financial Manager in preparation, implementation and monitoring of capital, operational and salary budgets for all assigned areas.
2. Collaborates with department supervisors, accounting personnel and Health Director in monitoring and tracking grants as necessary.
3. Shares financial data and statistics with Administration and clinic providers, to influence continual improvement in clinic processes.
4. Monitors and improves productivity through continuous process improvement.
5. Collaborates with PCHC Administration and departments to purchase equipment.

#### **Continuous Quality Improvement:**

1. Provides leadership to maintain high quality and appropriateness of services to all internal and external customers.
2. Advocates for, facilitates and supports others to understand and engage in the activities of quality improvement and assists with the development of quality improvement studies.
3. Coordinates and manages the provider performance measures and evaluations (peer review) processes and works with QI and Medical Director to implement improvement plans.

4. Collaborate with Healthcare Applications to generate accurate reporting.
5. Assists with incident feedback procedure as necessary and supports the Risk Management Plan
6. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
7. Works toward achieving implementation and maintaining of AAAHC certifications and conducts appropriate follow-up.
8. Must comply with and have knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulations.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** All clinic staff, patients, and families.
2. **External:** Patients and families, vendors, other medical providers and medical suppliers, Health and Wellness Advisory Committee, Tribal Council, Indian Health Service, and other Tribal Programs.

**F. SUPERVISORY RESPONSIBILITIES:** As determined by Health Director, Medical Director, and Administration Team and any delegations in accordance with accrediting bodies.

**G. SUPERVISION RECEIVED:** PCHC Health Director

**H. EDUCATION:** Bachelor's Degree in the healthcare field is required. A form of healthcare licensure required. Basic Life Support certification is required.

**I. EXPERIENCE:** Three to five years of experience in clinic and/or hospital health care setting is required. Management experience in one or both areas for at least one year is required. Prior experience with electronic health systems.

**J. SKILLS:**

1. Work autonomously, contributes to team and delegates effectively.
2. Ability to understand and apply the principles of the Patient-Centered Medical Home model.
3. Knowledge of business and management principles involved in strategic planning and resource allocation, human resources modeling, leadership technique and coordination of people and resources.
4. Knowledge of principles and procedures for personnel recruitment, selection, training, and compensation and benefits.
5. Knowledge of the informational resources needed to diagnose and treat injuries, diseases and chronic conditions and preventative measures to maintain wellness, within one's own scope of practice.
6. Ability to apply the principles and processes for providing customer and personal services including patient needs and assessment, meeting quality standards for service and evaluation of patient and staff satisfaction.
7. Excellent communication skills including writing, speaking, and conflict resolution.
8. Proficient computer skills including the ability to use electronic mail, Microsoft Office applications, electronic health records and other software programs.
9. Ability to coordinate the schedule of others while maintaining an optimal workflow for others and self.

