



**Shepherd's Hope is a faith-based organization of volunteers that exists to deliver healthcare at no cost to the uninsured and underserved of Central Florida. Utilizing more than 2,400 dedicated volunteers, hospital and diagnostic partners, and a community of caring allies, more than 200,000 patient visits have been provided since 1997.**

**POSITION:** Health Center Manager

**Hours:** Monday-Thursday (40 hours weekly - day and evening hours)

**POSITION SUMMARY:**

Shepherd's Hope seeks an individual to supervise the daily operations at one of its health centers. This individual will aid in the promotion of an environment of collaboration and ensure a positive experience for all team members, volunteers and patients. Primary responsibilities include the management of the delivery of all health services as well as the maintenance of a positive working relationship with the facility personnel and volunteer staff responsible for providing quality health care through the day-to-day operation of the Shepherd's Hope Health Center.

**Qualifications:**

The candidate will possess superior interpersonal skills and the ability to deliver exceptional customer service to a diverse group of Constituents from a wide variety cultural and ethnic backgrounds and lifestyles

- Must be computer literate (working knowledge of Microsoft Office)
- Must be an effective communicator, both written and oral
- Must be have a solid medical terminology vocabulary
- Must be enthusiastic for the mission of Shepherd's Hope and the patients we serve
- Preferred Bilingual in English and Spanish-speaking or Portuguese-speaking with proficient reading and writing in both languages.

**MAJOR RESPONSIBILITIES:**

1. Partners with the Health Center's Associate Medical Director and V.P. of Clinical Operations to ensure that licensed health care providers provide high quality medical care.
2. Supervises all volunteers (licensed and lay) to ensure that policies and organizational guidelines are met.
3. Communicates regularly with the Volunteer Coordinator on all Health Center volunteer staffing needs/requirements in a timely manner.
4. Submits monthly Volunteer Scheduling needs to Volunteer Coordinator by the 25<sup>th</sup> of the previous month.
5. Responsible for coordinating communication and scheduling of patients for medical follow up visits following abnormal test results.
6. Ensures the adherence to HIPAA guidelines, security of medical records, medical supplies, pharmaceuticals and the facility. Ensures the confidentiality of personnel issues, patient information, and donor activities according to HIPAA and agency policies.
7. Facilitates regular and refresher training for volunteers in all positions.
8. Responsible for the maintenance of all records, including patient records, the records of documented volunteer hours, receipt of medical equipment; and submits weekly complete and accurate clinic stats (encounter form, patient and volunteer sign-in logs and DOH 1032 forms).
9. Ensures clinic has adequate supplies and working equipment.
10. Attends the meetings of the Health Center Advisory Committee, monthly staff meetings, and company-wide special events.

11. Pursuant to the Florida Volunteer Health Care Provider Program requirements, ensures that all LHCP volunteers are on the DOH active list and that DOH forms 1032 and 1032 E are accurately completed for each patient visit.
12. Communicates potential clinic closing at least 48 hours prior to scheduled clinic.
13. Ensures timely completion of annual Patient and Volunteer Surveys.
14. Regularly recognizes volunteer contributions and submits monthly to the Program Committee names for BOD to contact/recognize. In partnership with the Central Office, fosters and encourages community collaboration.
15. Other duties as may be assigned.

**SUPERVISES:**

Supervises all volunteers including general volunteers, eligibility specialists, greeter, front desk staff, medical records staff and licensed health care professionals. Provides support and supervision to volunteers regarding patient flow, scheduling, required paperwork and the implementation of Shepherd's Hope policies and procedures. Assists the Associate Medical Director and V.P. of Clinical Operations with the supervision of the licensed health care professionals who provide medical services to patients as needed.

**EXPERIENCE REQUIREMENTS:**

Two years of college education or equivalent experience in health or social service area; management experience; supervision and nurturing of volunteers; excellent interpersonal and communication skills, and demonstrated commitment to the mission of Shepherd's Hope, Inc.