

Palm Beach County Medical Society

Job Description: Operations Manager, Project Access

INTRODUCTION

Palm Beach County Medical Society Services is a 501(C)3 organization founded by Palm Beach County Medical Society physicians whose mission is to address the health needs of Palm Beach County through education, service and innovation.

One of the leading initiatives of PBCMS Services is to increase access to healthcare for patients in Palm Beach County. As a part of this initiative, Project Access coordinates several programs that enhance access to care for uninsured patients including patient health coverage navigation and eligibility, direct healthcare through volunteer providers, care coordination and connection to community resources.

ABOUT THE PROJECT ACCESS OPERATIONS MANAGER POSITION

The Operations Manager collaborates with care coordinators and volunteer health care providers to coordinate day-to-day patient care. The job involves working with patients, health care providers and support staff to meet patient goals successfully. The primary responsibility of the Operations Manager is to maintain a high degree of excellence in clinical outcomes while providing effective patient care throughout. Other important duties include collaborating with outside parties to facilitate patient admission, coordinating the delivery of quality care, managing clinical operations and assisting in hiring and training of Project Access staff. The Operations Manager is also responsible for all service documentation and reporting, developing and implementing plans for meeting regulatory requirements and programmatic management functions.

MAJOR DUTIES

- Oversee the performance of Project Access Care Coordinators ensuring that they are meeting their monthly objectives.
- Develop and maintain records and reports on programs and services provided by Project Access.
- Develop priorities for the program, create and implement plans, and coordinate initiatives, technology, and work efforts in alignment with the strategic initiatives of the Program Director.
- Co-manage healthcare volunteers with Program Director.
- Maintain frequent communication with volunteer community regarding availability and scheduling and manage volunteer information and service statistics.
- Work with Program Director to plan and execute volunteer recognition.
- Fill in for care coordinators/administrative roles to perform all navigation duties including assisting patients with locating and receiving proper healthcare coverage, completing application process for benefits, etc., when additional support is needed.
- Assist Program Director in grant management and grant reporting.
- Act as program liaison with partner clinics to provide training, reporting and case management needs.
- Other duties as assigned by Program Director and/or CEO.

SKILLS REQUIRED BY THE POSITION

- Actively participates in working toward attaining the team shared vision through demonstrating collaboration, effective communication and teamwork skills and abilities.
- Takes personal responsibility to role model behaviors consistent with organizational values.

- Contributes to establishing a higher performance work culture by sharing constructive feedback with others.
- Appreciates differences and diversity of others, and deals with others in an honest and respectful manner.
- Demonstrates the ability to be flexible within a changing environment, within the department, team and/or organization.
- Exercises initiative; and proactive and creative problem-solving.
- Develops approaches to work and other suggestions that improve work flow and optimize results.
- Proactively identifies and shares obstacles to effective performance and incorporates feedback from team members, supervisor and others to improve overall performance.
- Develops and/or participates in strategic planning processes, including monitoring and evaluating goal attainment, and developing milestones to track progress.
- Manages multiple priorities to maximize productivity, efficiency and effectiveness.

EXPERIENCE REQUIRED BY THE POSITION

- Experience working as a program and/or project manager (or equivalent) in the nonprofit or clinical setting, including supervision of staff.
- Experience and ability to work with private physicians and community clinics.
- Experience in working on issues related to the medically underserved preferred.
- Experience with planning and implementing multiple events/programs is helpful.
- Strong computer skills, data tracking and reporting skills, strong writing skills.
- Attention to detail and ability to work both independently and within groups is critical to this position.
- Bilingual a plus.

HIRING PROCESS

Qualified candidates may apply by sending the following application packet:

- Cover Letter of Interest,
- Resume
- Response to the following three questions (not to exceed one page):
 - A. What experience do you have working with the medical community, including private physicians and/or community clinics?
 - B. What experience do you have working with medically underserved?
 - C. Please give a couple examples of your experience with project management and/or supervision that would demonstrate you possess the skills and experience that make you the ideal candidate for this position.

Completed application packets may be emailed to the Director of Project Access at laurens@pbcms.org

Thank you for your interest in applying for this position.

PBCMS will contact you to set up an interview only if you meet the qualifications for this position. **NO PHONE CALLS.**

Palm Beach County Medical Society is an equal opportunity employer.

This is a full time, non-exempt position