

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**HEALTH SERVICES CLINIC MANAGER**

Effective Date: 9/27/2022

**CLASS SUMMARY:**

Under general direction, plans, directs and supervises the daily operations and staff of a primary care/outpatient clinic providing direct services to the community; prepares and manages budgets for clinic services, and treatments; identifies grants, fee for service, and alternative funding sources; assists in developing, implementing and evaluating policies and procedures related to clinic operations; provides staff support to higher level management; and serves as a member of the department's management/supervisory team.

Employees have the organizational, legal, financial, and insurance knowledge that clears the way for licensed professionals (i.e., doctors, nurses, social workers), educators, and other healthcare professionals, contractors, and providers to do their jobs efficiently, effectively, and within the auspices of healthcare policy and law. This is an administrative non-physician role.

The focus is management oversight responsibilities for clinical operations; continuity of services; compliance with professional standards, contracts, and grants; and cultivating interdisciplinary care delivery to achieve continuous and optimal patient care and to ensure service quality and financial viability.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- **Health Services Clinic Manager (Senior)** class which is characterized by its primary responsibility to manage, supervise, and coordinate administrative functions, through subordinate managers, for several primary health care clinics.
- **Health Services Program Manager series**, which are responsible for providing public and/or behavioral healthcare services to targeted populations directly through County staff or indirectly through contract providers. May also provide coordination, consultation, advocacy and advisory services.
- **Mental Health Services Manager series**, which are responsible for the ongoing management responsibility of one or more mental health clinics and associated licensed professionals, educators, and other mental health professionals, contractors, and service providers.

**SUPERVISION RECEIVED AND EXERCISED:**

- Supervision is provided by a Health Services Clinic Manager (Senior), Health Services Administrator level class.
- Employees in this class supervise professional, supervisory, and/or clinical and/or administrative support staff. They may also provide administrative oversight for licensed medical contractors and service providers.

**ESSENTIAL DUTIES:** This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for assigned services and activities to improved efficiency and high standards of service delivery and performs managerial responsibilities such as:
  - developing and administering operational objectives, activities, staffing utilization, and funding allotments;
  - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient and effective service delivery;
  - monitoring and evaluating the effectiveness of plans, goals and objectives of the organization and clinic and taking corrective actions as appropriate;
  - preparing and administering assigned budget(s) including grant funds, contracted services budgets, and federal and state funding; approving non-routine expenditures; monitoring purchases and expenditure; reviewing and approving payment claims for contractual services; and providing input to the department's budget;
  - coordinating and monitoring the work of technical support and professional consultants, medical contractors and service providers; ensuring compliance with applicable laws, regulations, and contracts; approving claims for payments to ensure conformance with contract provisions;
  - determining internal program organizational structures; conferring with, and making recommendations to, management team with respect to complex employee relations matters and public contact issues that may have significant administrative and/or legal consequences;
  - developing and writing grant applications and program proposals to obtain funding; negotiating with service providers regarding procedures, costs, and other contractual matters, methods, evaluation and budgets;
  - coordinating, collaborating and consulting with other public and private health care providers, community-based organizations, service providers, County departments, federal, state, tribal, and private funding sources regarding the objectives, priorities, procedures and standards of programs and services required to meet target population needs;
  - providing leadership, advocacy and coalition-building on behalf of targeted groups and to reduce barriers to service delivery; and
  - gathering and analyzing information to determine new and ongoing clinic needs; analyzing and interpreting laws, regulations, policies and procedures governing clinic operations; evaluating impact of proposed legislative and regulatory changes; assisting in development of County policies to effect changes in program operations.
- Performs supervisory duties to licensed professionals, paraprofessionals, program staff, and technical and administrative support staff directly and through subordinate supervisors by:
  - establishing standards for acceptable work products; evaluating performance; and recognizing employees' work efforts and accomplishments;
  - recruiting, selecting, assigning and reviewing work performed and deliverables, ensuring proper training and career development opportunities and mentoring; recommending training and career development opportunities;
  - planning and scheduling staff's work activities and deadlines; reviewing and approving timesheets and requests for leave;
  - reviewing, approving, and implementing disciplinary actions and terminations;

- organizing and participating in training and in-service education for contractors, providers, and staff, and
- supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Represents the clinic and department in a variety of community outreach efforts and public awareness activities by:
  - developing and maintaining collaborative partnerships with community leaders, local, tribal, regional, and statewide organizations, task forces, planning bodies, non-profit agencies, local businesses, and other County departments to develop, implement, and promote a variety of healthcare programs and projects consistent with departmental goals, services, and priorities;
  - speaking to officials, groups and individuals regarding clinic and departmental activities and services;
  - conferring with representatives of funding sources and licensing bodies;
  - participating as an active and contributing member of designated community organizations, committees/project teams, and special interest work groups as a representative of the Department.
- Maintains and promotes compliance through best practices with State and federal laws, regulations (e.g., Health Resources and Services Administration, California Department of Health Care Services, etc.) and funding sources pertaining to the practice of medicine and public health.
- Processes referrals for clinical services; assigns cases and monitors quality; facilitates clinical case reviews and staff meetings; meets with County and other supervisory staff to discuss clinic and program needs.
- Participates in professional group meetings, committees, and boards; remains current on trends and regulations in the field; maintains current on community resources and programs in order to provide information and referral to patients.
- Performs other duties of a similar nature or level as assigned.

**EDUCATION AND EXPERIENCE:**

**Education:** Bachelor's degree from an accredited college or university in hospital or health care administration, public health administration, or a related health administration field or in a management field such as public administration or business administration, or a closely related field;

**AND**

**Experience:** Three years of experience in a health or public health clinic/program of which one year was in a coordinating and/or supervising function or an equivalent capacity.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Depending on assignment, incumbents in this class may be required to possess a valid Registered Nursing License issued by the California State Board of Registered Nursing or a certificate in Public Health Nursing or registration as an Occupational Therapist with the American Occupational Therapy Association.
- Possession of, or ability to, obtain a valid Class C California driver's license may be required.

**Note:** All licenses, certifications and registrations must be kept current while employed in this class. This may include the completion of continuing education units to maintain the required registration in

good standing. Employees must keep their licenses, certifications and/or registrations current and failure to do so may constitute cause for personnel action in accordance with the applicable bargaining agreement.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Principles, regulatory mandates, and practices of primary health, public/community health, clinic services, and social services administration; management practices and procedures for planning, organizing, and managing primary health clinics, public health programs, behavioral health programs, and related services; legal requirements affecting service delivery and operations.
- Health Resources and Services Administration (HRSA), California Department of Health Care Services, Federally Qualified Health Centers (FQHC), and related laws and administrative resources.
- Medical terminology and healthcare technology.
- Current primary healthcare, public and behavioral healthcare issues, trends, laws, regulations, insurance and billing, funding sources, and administrative requirements that impact care delivery; current trends in research, education and related services.
- Program management including strategic planning, development, implementation, partnering, and evaluation.
- Social, economic, cultural and community dynamics impacting service delivery to underserved communities; problems and behavior of target populations.
- Principles and procedures of budget preparation and monitoring including budgets involving grants, contracted services, and federal and State funding.
- Principles and practices of tactical operations, supervision, leadership, motivation, teambuilding, organization, training, career development, change management, and conflict resolution; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the assigned clinic.
- Techniques of contract negotiations and monitoring.
- Techniques used to establish and maintain effective communications with patients.
- Case review practices and techniques.
- Services provided by Solano and other surrounding counties.
- Record maintenance and case management practices.

**Skill and/or Ability to:**

- Plan, organize, direct, supervise, and evaluate the daily operations of an outpatient medical health clinic and ancillary medical and social services to ensure high quality and timeliness of service delivery.
- Collect and analyze operational and financial data to establish/identify needs and changes in clinic practices and procedures; evaluate health care effectiveness; develop, implement, and evaluate goals and objectives for assigned work units or projects; interpret administrative direction for incorporation into operational policy and procedures.
- Plan, assign, supervise, review and evaluate the work of professional, technical, and administrative support staff; secure cooperation and team work among staff; organize and prioritize work assignments; effectively delegate responsibility and authority to others; determine and evaluate achievement and performance levels; train and develop staff; organize and manage workload to balance available resources; and maintain equitable levels of work among staff.
- Develop and manage clinic budget and associated fiscal documents.

- Interpret, apply, and comply with complex County, State and federal laws, regulations, policies and guidelines, professional practices, and technical reference materials governing clinic operations and administration.
- Deal firmly and fairly with targeted populations and patients of various socio-economic backgrounds and temperaments.
- Maintain accurate records and document actions taken; prepare narrative and statistical reports.
- Establish and maintain positive and harmonious working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing. prepare narrative and statistical reports

**PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e., sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. Positions in this class require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction and to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- **Office Work:** Employees in this class will, most often, be working in an office setting.
- **Work in a Medical/Dental Clinic Facility:** Employees in this class may be working in a medical or dental facility and will be subject to exposure to chemicals, toxic agents, blood and other bodily fluids, and communicable diseases. There may also be occasional exposure to extreme temperatures, inadequate lighting, and work space that restricts movement.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any city/county where the applicant has lived, worked, or gone to school.
- Independent Travel: Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Work Hours: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.
- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.

**CLASS HISTORY AND CLASS INFORMATION:**

*Debbie Vaughn*

**Director of Human Resources**

- Date Approved by the Director of Human Resources: September 2, 2022
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: September 27, 2022
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class: February 2003 from Health and Social Services Manager (Senior); September 27, 2022 from Health Services Manager
- Class Code: 137290