



**Title:** Community Wellness on Adams Ave - Clinic Manager

**Reports to:** Executive Director

**Job Status:** ~32 hrs/week to start with potential to grow into full time; on-site

**Compensation:** \$28-\$30/hr Benefits include medical, dental, and generous time off.

Additionally, CWC Full-time administrative employees receive four wellness service credits per month.

### **Position Description**

The CWC Clinic Manager will provide a combination of daily oversight paired with strategic guidance of clinical operations to ensure patients are provided with high quality care that supports their health and wellness. The Clinic Manager will be the primary point of contact for clinic staff; supporting a culture of collaboration that puts patients first. Working closely with the Executive Director, this position will also help identify, implement and maintain standardizations that support the clinic in optimizing efficiencies, ultimately expanding its capacity to offer additional services to a larger patient base. This position is well suited for a creative, process-oriented leader, who is experienced in managing diverse teams and is interested in helping to develop new, collaborative approaches to providing high quality, integrative care in a community-oriented, entrepreneurial nonprofit.

### **Responsibilities**

#### Clinic Management

- Design and implement business strategies to help the clinic meet organizational goals.
- Develop and maintain protocols and procedures to support team member productivity and operational efficiencies.
- Act as a liaison between patients and practitioners.
- Provide oversight of practice operations and business functions including, but not limited to, patient scheduling, follow-up, registration, payment processing, record updating, reporting, verification, and patient and team satisfaction.
- Maintain clinic inventory.
- Develops action plans based on clinic metrics to meet and exceed established goals, and utilizes dashboards and reports to evaluate performance.
- Identify strengths, weaknesses, and new opportunities within clinic operations, and work through viable solutions to increase efficiency and patient satisfaction.
- Maintain patient records and ensure patient confidentiality.
- Ensure CWC is in compliance with state and federal healthcare regulations.

## Management and Development of Team

- Contribute to and maintain a culture of community wellness in alignment with the mission and values of Community Wellness Collaborative.
- Recruit, hire, and coordinate the training of new staff members.
- Manage staff by assigning and delegating tasks as needed.
- Provide coaching and support to team members, address issues in a timely manner, and communicate both informally and formally through the appropriate channels.
- Facilitate regular meetings with practitioners to promote cross-collaborative patient care planning.
- Work with the Executive Director to plan and manage the clinic's budget and approve payroll.
- Oversee front desk team members and work together to achieve both clinical and organizational goals.
- Enforce standardization of processes across all clinical positions.

## Qualifications for Clinic Manager

- BA with a focus on healthcare administration, public health, business management or other related field required. Degree may be substituted with an additional 4 years of relevant experience.
- 3-5 years prior experience working in a clinical or healthcare setting
- 3-5 years of proven success in leadership and management roles is preferred
- Analytical and strategic thinking skills and the ability to exercise sound judgment when making decisions
- Knowledge of MindBodyOnline or comparable patient scheduling and CRM platforms preferred
- Proactive self-starter that effectively models self-responsibility in team settings.
- Leads by example and champions collaborating, solving at the root cause, innovating, and supporting change
- Excellent customer service skills
- Extremely organized and detail-oriented
- Exceptional written and verbal communication skills
- Ability to spend long periods of time sitting at a desk, working on a computer
- Knowledge of a second language is an asset, but not required

## To Apply:

Submit your cover letter and resume to [Ryan@communitywellness.org](mailto:Ryan@communitywellness.org) and use the words "CWC Clinic Manager" in the subject line. No phone calls please.

**Background:**

Founded in 2007, **Community Wellness Collaborative** is a San Diego-based nonprofit committed to improving access to quality, affordable, integrative wellness care. The Collaborative's Adams Avenue clinic offers affordable, sliding-scale services, including acupuncture, clinical massage therapy, chiropractic, naturopathic medicine, and nutritional counseling. It provides an average of 8,000 services per year. The Collaborative prioritizes a patient centered approach, meeting individuals where they are in their healing journey, while supporting integrative services that address the root cause of patients' health issues.

Profits generated by these clinical services support weekly free community wellness outreach events for underserved populations across San Diego. For every three sessions we provide in our clinic, CWC provides a free session for someone who might not otherwise be able to afford it. To date, CWC has provided more than 100,000 free and low-cost wellness services to San Diegans!

*Community Wellness Collaborative is an equal opportunity employer. We do not discriminate based on race, color, ethnicity, ancestry, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, age, disability, veteran status, genetic information, marital status or any legally protected status.*

