

Preferred Health Care Job Description

Job Title: Manager of Office, Employee & Medical Services
Department: Administrative
Reports To: Vice President of Operations

SUMMARY

The Manager of Office, Employee and Medical Services is the operational and strategic leader of the Company's facilities, human resources, and Medical Services department. The Manager will provide support and leadership required to improve staff performance, office operational and financial efficiency, and team leadership for our nursing staff. The Medical Director will provide clinical leadership, while the Manager will provide staff management to compliment the clinical direction plotted by the Medical Director. The Manager will be responsible for:

- Directing, coordinating, and implementing all human resource activities and programs for the Company
- Provide governance support to the President and CEO
- Staff development and work planning for the Medical Services department to include planning, developing, organizing, and directing all functional aspects of utilization and case management components to ensure appropriate, timely and accessible medical services to all members of PHC
- Manage all human resources efforts including employee benefit programs

JOB DUTIES:

- Provide daily human resource support to all employees, including the oversight of HRIS, the employee handbook, employee morale campaigns and budgeting, employee policies and benefits, and coordination of all employee benefits and communications including Open Enrollment annually.
- Establishes human resource policy enhancements for approval by the CEO and Vice President of Operations.
- Maintains Client Database and provides monthly reports to Management
- Ensures that all employer postings relative to current employee rights notifications required by all state and federal bodies are done annually.
- Ensures all internal and external employee vacancy postings are handled timely and professionally. Tracks success rates with job boards used to maximize our success in filling staff vacancies.
- Prepares and issues PHC Board and Executive Committee meeting packets, confirms meeting attendance, prepares meeting rooms in advance of meeting as needed, and facilitates virtual meetings. Will prepare meeting minutes for the CEO as directed. Communicates on behalf of the CEO to ensure clarity in materials and message.
- Communicate on behalf of the President through composition of correspondence, memos, presentations, and reports as instructed. Type, format, and proofread a variety of materials including correspondence memos, reports, charts, statistics, minutes of meetings, etc.
- Supports the CEO as needed in the areas of schedule management and executive gatekeeper and administrative functions for internal and external inquiries, general correspondence, contracts, purchases, meeting coordination, phone calls, e-mails, and requests.
- Maintains strict confidentiality of all corporate information. Manages information coming into, and out of, the Company. Circulates it to appropriate staff and external individuals and organizations. Ensures time sensitive materials are elevated to the appropriate manager for action.
- Coordinates special projects and completes ad hoc assignments delegated by the CEO
- Protects all information with the strictest confidence.
- Analyzes and recommends business insurance and employee benefit programs/decisions to the CEO proactively to ensure best solutions to meet the Company's needs.
- Responsible for generating reports for the Disaster Recovery Books by the 15th of each month.

- Works with PHC's Medical Director and Medical Services staff to coordinate all aspects of care management and quality review, as well as activities of the Quality Management and interdisciplinary committee.
- Creates and posts the monthly Quality Management Committee packets to secure portal
- Manages continuous improvement to PHC's quality management system by proposing new approaches and coordinating modifications and enhancements to the system.
- Assures compliance with the Quality Management Program standards by coordinating studies, reporting results, and developing and implementing improvement strategies and appropriate follow-up processes.
- Ensures that the Quality Management Program and associated activities follow corporate policies, URAC, NCQA, Department of Health and other regulatory standards.
- Supports Medical Services staff through review processes.
- Maintains confidentiality of patient information and PHC proprietary information.
- Participate in project work groups, including system development activities, as assigned.

QUALIFICATIONS

To perform this job successfully, the Manager must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIFIC EDUCATION, CERTIFICATION, AND LICENSURE:

- Associates or bachelor's degree in a complimentary field is preferred.

ESSENTIAL JOB-RELATED EXPERIENCE:

- Minimum of four years managerial experience and office experience.
- Good communication/interpersonal skills. Professional demeanor.

PREFERRED JOB-RELATED EXPERIENCE:

- Five years' minimum staff and process management experience.
- Advanced level of understanding of Microsoft Office software including: Outlook, Word, Excel, and PowerPoint.

GENERAL EDUCATION – LANGUAGE ABILITY: The following levels of ability are necessary to deliver, understand, and apply language:

- Ability to read periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias.
- Ability to prepare business letters, proposals, summaries, and reports; using prescribed format and conforming to all rules of punctuation, grammar, diction, and style; using all parts of speech.
- Ability to communicate distinctly with appropriate pauses and emphasis; correct pronunciation (or sign equivalent) and variation in word order; using present, perfect, and future tenses.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, budget development and percentages.

EQUIPMENT USAGE REQUIREMENTS: MACHINES, EQUIPMENT, TOOLS, SOFTWARE: To perform the essential duties of the position, use of the following machines, equipment, tools, and software is customarily required:

Machinery/Equipment: computer, telephone, printer, copier, fax

Tools: office supplies

Software: word processing, spreadsheet, PowerPoint

PHYSICAL REQUIREMENTS: Degree of physical exertion is light/moderate, 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.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or scheduled form.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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| Department Manager Approval: | Approved by: |
| Title: | |
| Date: | Date: November 26, 2024 |