

As an ambassador of Jesus Christ, the Clinic Operations Manager oversees the daily flow of the clinic, including client and staff care. This is a leadership role to ensure that the mission and vision of You Medical is being met through the coordination of many moving parts within the clinic by medical professionals, volunteers, and employees. This position also creates a team environment by collaborating and having excellent communication skills.

Reports to: Executive Director

- FLSA Status and Job Classification: Full time, Non-Exempt
- 40-50 hours per week. Willing to work overtime for special projects or events.
- Pay Range (depends on experience): \$26.05 to \$39.07 an hour.
- Benefits include vacation time, holiday pay and flexible schedule.
- Clinic hours open to the public: Mon-Thurs 10am-5pm, Wed 12-7pm

Qualifications

1. Be a committed Christian who demonstrates a strong personal relationship with Jesus Christ as their Savior and Lord.
2. Exhibit strong commitment to and passion for the pro-life position and sexual purity.
3. Agree with and be willing to uphold the Core Beliefs, Statement of Faith, Christian values and policies of You Medical.
4. Have personal prayer team support.
5. Must be able to maintain confidentiality as it relates to clients, donors & other ministry business.
6. Be dependable, stable, and able to follow through on commitments.
7. Exhibits social aptitude, situational awareness, and conversational skill.
8. Exhibit a sincere desire to reach out with the love of Jesus to all people.
9. Be familiar with scripture pertaining to the sanctity of life, forgiveness, and salvation.
10. Commit to a position for at least a year by having the available time to be dependable.
11. Excellent computer knowledge and use of a computer and other office equipment.
12. Have at least a bachelor's degree, preferably in a related field, OR related or equivalent work experience of eight years.
13. Have knowledge of Human Resource guidelines and hiring practices.
14. Have leadership experience, preferably in a non-profit or ministry setting.
15. Exhibit strong skills in interpersonal communication, problem-solving, collaboration in a high stress environment.
16. Be able to provide spiritual leadership, discipleship, encouragement and direction to direct reports and the team.
17. Must be currently/actively attending or be a member of a Bible believing church and be able to maintain a current pastoral referral.
18. Able to work Fridays & weekends for public relations or fundraising events as needed.
19. Minimum age requirement 18

Administration

1. Make prayer an integral part of the day-to-day operation of the clinic. Lead a daily time of prayer and devotion for clinic team.
2. Clinic liaison to SAB (Spiritual Advisory Board). Works with SAB to bring in Pastors to help lead morning gathering. Communicating with SAB any concerns

3. Ensure there are sufficient staff/volunteers available to meet client appointments; use good judgment to make necessary adjustments.
4. Provides monthly and annual statistical reports, data analysis as requested, and clinic board reports to the Executive Board.
5. Consulting with Executive Director to recruit, interview and hire client services staff members.
6. Ensure proper handling of phone calls and other contacts.
7. Maintain operational policies and procedures manual for the clinic.

Community Relations

1. Participate in fundraising and education or donor events as requested.

Client Services

1. Work with clinic team to address emergency needs of clients, report necessary information to authorities, and to maintain a high level of client care.
2. Oversee and maintain quality data-entry of all client files.
3. Maintain and develop appropriate client information material and referral resources.

Training

1. Oversee the volunteer training programs in partnership with the Volunteer Coordinator or relevant volunteer supervisors.
2. Recruit and onboard new volunteers in partnership with the Volunteer Coordinator or relevant volunteer supervisors.
3. Oversee technical phone training for all staff and volunteers.
4. Participate in the onboarding of new staff as directed.
5. Act as the Safety and Security officer for the clinic team, providing appropriate training as needed.
6. Ensure all clinic staff are trained and following operational and medical policies and procedures.

Management

1. Provide support, direction, evaluation, and supervision of Client Service staff.
2. Annually assess and evaluate direct reports.
3. Meet with clinic staff on a regular basis to ensure tasks are being carried out, provide support, direction, encouragement and maintain good communication.
4. Ensure good communication with clinic volunteers through the appropriate direct reports.
5. Oversee record-keeping and effective follow-up of clients by volunteers.
6. Interact with other staff to share client and center needs, progress of center, problems, goal setting and implementation.
7. Oversee tracking of help desk tickets and support needed by Information Technology contractor.
8. Oversee and ensure training of the data management systems for volunteers, staff, and clients.
9. Interact with Executive Director to relate client or staff needs, progress of client services, problems, goal setting and implementation.
10. Ensure that volunteers are well cared for, partner with Volunteer Coordinator or the appropriate volunteer supervisors to carry this out.
11. Follow financial policies and procedures and have oversight of clinic expenses.
12. Follow legal and medical required guidelines including HIPAA and business related legal reporting as required.



Clinic Operations Manager

Staff/Volunteer Training & Fundraising

1. Attend in-services and participate in training as needed.
2. Assist with and attend fundraising events.
3. Attend scheduled meetings including staff meetings.

Other duties as assigned.

www.supportyoumedical.org

You Medical is a faith-based 501(c)(3) non-profit organization supported by the generosity of our community and was founded in our community in 1988.

Our clients receive quality medical care, free of charge or at low cost.

You Medical is a place where you can grow into the fullness of who you were called to be—including your job. We care for our people and equip them with tools to take on meaningful work to serve our community.