Job Title: Clinic Manager

Salary Range: $50,000-$70,000
Full-Time with benefits
Job Location: Thousand Oaks, CA
Starting April 26, send resume and cover letter to: westminstercoordinator@gmail.com
Website: westminsterclinic.org
Job will remain open until filled

Westminster Free Clinic's mission is to create early access to primary care, dental, vision, mental health and preventative services in a combined public health and medical model of service that focuses on the social determinants of health, whole person care and keeping people well so they can avoid costly health issues. Over 8000 people are served a year at our clinic, and in the community. It is equally our mission to be a workforce development training program for high school students considering careers in healthcare, especially first-generation youth from our patient population, in order to help the next generation reach their goals through comprehensive job skills training, youth development and education program that last a minimum of 2 years for over 100 students a year. We strive to:

• foster meaningful community partnerships in the local area
• develop a cadre of volunteer medical professionals, community members, high school and college students, and community partners to serve vulnerable populations in Ventura County and
• develop, evaluate and implement programs and services that promotes population health and health and education equity.

Westminster Free Clinic is seeking an Clinic Manager to administer clinic operation, coordinate and supervise the volunteer team of healthcare professionals, manage, evaluate and analyze large amounts of patient data, assist with clinic communications and public relations activities, and make sure operational details get completed in a timely manner. This position will be an integral partner to the Executive Director, and will be expected to be a team player and support person for a variety of Westminster Clinic activities.

The person selected for this job will have the following responsibilities as well as other as the position evolves:

DATA MANAGEMENT AND REPORTING:
• Enter and analyze large amounts of participant data
• Keep our volunteer database up to date and make sure all practitioners have up to date California licenses, etc.
• Manage the donor database.
• Learn WFC's electronic health record system and train and monitor college students to serve as scribes on an ongoing basis.
• Generate reports and conduct data analysis for funders and presentations

COMMUNICATIONS/PUBLIC RELATIONS/MARKETING
• Design communications tools for press kits, newsletters, and presentations,
• Create PowerPoint presentations
• Updating and maintaining WFC’s website
• Create fund raising campaigns with the assistance of a volunteer team will an ongoing activities.
• Take meeting minutes, and serve as support staff for the volunteer Friends Board and others on a monthly basis.
• Help create/print follow-up thank you letters and communications with donors
• Use mail merging software, design communications pieces in mailchimp and learn/implement and use other related communications online tools as needed.
• Maintain and update clinic website
• Public speaking at conferences, service clubs, churches or other groups may occur
• Writing well designed print materials and other communications with potential donors and volunteers is an important part of the job
• Assist with writing reports, communication pieces, letters of recommendation, and newsletter articles.
• Design and oversee printing and distribution of at least one annual newsletter and 2 fundraisers

MANAGEMENT
• Manages a team of over 400 volunteers, an average of 100 on each clinic night.
• Schedule, communicate and support all clinic volunteers,
• Implement clinic policies and procedures and make sure the clinic is in legal compliance in all areas, address issues if they should arise with the support of the ED
• Empower volunteer adults and students to do their job This is the most important management role. Over 50 volunteers each clinic night will be high school students who are part of our Teen Healthcare Training and Internship program.
• Develop a strong report with the students and student managers as well as the college student scribes.
• Multi-tasking in a busy environment of over 100 people
• Capable of thinking ahead, planning and executing many tasks in a timely manner so all volunteers and patients have a positive experience.
• Empower and support the people with whom he/she interacts.

ADMINISTRATION
• Update the policies and procedures manual as needed
• Creating/supporting and implementing work flow plans and remote communications tools for coordinated work of team members
• Growing the organization as needs and funding changes.
• Write and/or edit complex content for proposals, peer-reviewed publications, and other program activities.
• Contribute to and inform on strategic program/entity planning and related funding and financial sustainability.
• May advise students and/or coach/mentor team members or volunteers.
• Write and/or edit complex content for proposals, peer-reviewed publications, and other dissemination activities.
• Develop or contribute to outreach strategy related to program communications, development, partnerships, and fundraising/funding.
• Coach and mentor program staff, and student volunteers.
• Help develop grant proposals to support the activities of Westminster Free Clinic including conducting literature reviews, drafting objectives, and writing methods. This will also include working with community partners to obtain letters of support and developing relationships.

* Other duties may also be assigned

DESIRED QUALIFICATIONS:
Experience managing programs, data input, tracking, reporting and metrics. Demonstrated experience in data management, community-engagement, communications, and partnership development.

A detail person that is a self-starter, flexible, forward thinking, team player, positive and innovative. Having a heart and passion for health and education equity and youth development. Getting along well with people of all ages and cultures and enjoys working with teenagers. Having strong public
speaking and verbal communications skills is a plus. The ideal person for this job will enjoy having many tasks and many people to deal with all at once and is able to stay calm even when things don't go as planned. As manager, there are many details to identify and follow through on without supervision.

Proficient project management skills.

EDUCATION & EXPERIENCE (REQUIRED):

Master degree in Public Health, bi-lingual in Spanish and English, and some healthcare background preferred, and at least one or more years of relevant experience or combination of education, training, and relevant experience.

This job is great for someone who likes details, data, people, written and verbal communication, and multi-tasking.

KNOWLEDGE, SKILLS AND ABILITIES (REQUIRED):

• Ability to develop program partnerships and funding sources.
• Excellent oral, written, and analytical skills
• Ability to oversee and direct teams.
• MICROSOFT OFFICE required, additional communications, desktop publishing, website design, electronic health records, database, and management and evaluation and metrics software experience preferred

CERTIFICATIONS & LICENSES:

• Valid non-commercial class California Driver's License

PHYSICAL REQUIREMENTS*:

• Frequently stand/walk, sitting, grasp lightly/fine manipulation, perform desk-based computer tasks.
• Occasionally use a telephone, writing by hand, lift/carry/push/pull objects that weigh up to 40 pounds.
• Sort/file paperwork or parts, lift/carry/push/pull objects that weigh >40 pounds.
• Ability to use voice to present information/communicate with others.
• Mobility to attend and give presentations and lead meetings

* - Consistent with its obligations under the law, WFC will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job.

WORKING CONDITIONS:

• May work extended hours, evenings or weekends.
• Local travel required
• Occasional overnight travel.
• Work-from-home, semi-flexible position, includes weekday nights at least 8 times a month from 4 pm to 11pm and regular weekend hours at least 2 times a month