Manager of Clinical Operations
Job Description

Department:	Managers	**FLSA Status:**	Exempt
Reports To:	Practice Administrator	**Physical Strength:**	Light (L)

Summary
The Manager of Clinical Operations provides operational oversight for all clinical sites and is accountable for personnel management, clinical operations, performance, quality, compliance, and strategic execution at Pediatric Associates of the Northwest (PANW). The Manager of Clinical Operations has final decision-making authority for site operations and provides direction and oversight to Lead Medical Assistants and Medical Assistants.

Essential Duties

1. Provide strategic oversight and leadership for clinic operations and site performance.
2. Establish priorities, workflows, and operational expectations for clinical support teams.
3. Ensure clinic operations align with organizational goals, policies, regulatory requirements, and quality standards.
4. Monitor operations performance, identify barriers and implement improvements.

Job Duties
Personnel Management

- Directly supervise and manage Lead Medical Assistants, Medical Assistants.
- Maintain accountability for staffing levels, performance, attendance, and productivity.
- Participate in interviewing, hiring, onboarding, disciplinary actions, performance management, and termination decisions.
- Lead 1:1 meetings with all team members on a bi-weekly basis.
- Approve team member plans and schedules and make final decisions regarding team member coverage.
- Address team member concerns and performance issues that are escalated beyond the Lead MA level.
- Provide coaching, development, and performance feedback to Lead MAs and clinic team members.
- Keep team members current with code trainings and organize outside BLS training. ADD this (Oversee and coordinate PANW's biannual BLS training for clinical staff and medical clinicians, which occurs in the odd years [due next in Spring 2027]).
- Along with the CMO, creates and supports a clinical competency program for medical assistants and other applicable clinical personnel.

Lead MA Oversight

- Provide direction, support, and accountability to Lead Medical Assistants.
- Review and approve work delegated to Lead MAs, including team member plans, schedules, inventory preparation, and operational projects.
- Serve as the final decision-maker when issues exceed the Lead MA's scope of authority.
- Establish expectations for Lead MA responsibilities and ensure consistent execution across sites.
- Oversee Lead MA training and development.

Quality, Population Health & Medical Home

- Provide oversight of quality improvement initiatives and compliance with state, federal, payer, and organizational requirements.

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- Point person for clinical issues that affect the whole organization. Providing clinical oversight as needed. (ie. Making sure we are following the measles protocols and being responsible for coordinating with outside public health institutions)
- Assist in the creation of new protocols for clinical operations
- Oversee population health and Medical Home activities, including coordination with appropriate internal and external partners.
- Provide oversight of PCPCH-related activities and ensure organizational requirements are met.
- Monitor quality metrics and operational reports, including Innovaccer data and performance measures.
- Monitor vaccine error rates and implement corrective action when needed.

Vaccine & Clinical Program Oversight

- Provide final oversight of vaccine program operations, including inventory, ordering, and reconciliation, compliance, and error management.
- Manage the pre-booking of seasonal vaccines.
- Oversight of the In-House Pharmacy.
- Stay abreast of new innovations and standards of care in pediatrics (ie. new vaccines, new regulations, new options of care delivery)
- Review vaccine program performance and ensure corrective actions are implemented when needed.
- Oversee implementation of new vaccine programs and staff training.
- Ensure compliance with applicable vaccine, CLIA, safety, and regulatory requirements.

Financial & Resource Management

- Manage or approve site-level operational expenditures within assigned authority.
- Participate in budget planning and resource allocation.
- Make decisions regarding staffing, supplies, equipment, and operational resources.
- Other duties assigned

Interpersonal Skills

- Expresses written ideas clearly and informatively
- Speaks clearly and persuasively in positive or negative situations
- Exhibits good listening and comprehension
- Exhibits tact and consideration
- Offers assistance and support to co-workers
- Works actively to resolve conflicts
- Balances team and individual responsibilities
- Exhibits objectivity and openness to others' views
- Builds morale and group commitments to goals and objectives
- Communicates changes effectively
- Exhibits confidence in self and others
- Maintains punctual, regular and predictable attendance
- Works collaboratively in a team environment with a spirit of cooperation.
- Inspires and motivates others to perform well
- Displays passion and optimism
- Inspires respect and trust
- Provides vision and inspiration to peers and where applicable subordinates
- Adapts and is able to deal with frequent change, delays, or unexpected events
- Maintains objectivity
- Changes approach or method to best fit the situation
- Uses authority appropriately to accomplish goals
- Displays original thinking and creativity

- Displays willingness to make decisions and includes appropriate people in decision-making process
- Exhibits sound and accurate judgment
- Respectfully take direction from manager.

Supervisory Responsibilities
Directly supervises employees in the medical receptionist (front office) team the medical records team, referrals and benefits and eligibility. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interview, hiring, and training employees, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

Qualifications

- Demonstrated expertise in clinical operations.
- Strong understanding of healthcare regulations, compliance standards, and payer quality programs.
- Proven ability to manage and mentor diverse teams across multiple sites.
- Excellent strategic thinking, project management, and communication skills.
- Knowledge of EHR systems (experience with PCC, Epic, Innovaccer, or similar platforms preferred).

Education & Experience

Bachelor's degree in healthcare administration, nursing, business, or related field or equivalent work experience required, preferably in pediatrics or ambulatory care.

Certificates, Licenses and/or Registrations
RN License, Required

Language Skills
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills
Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

Reasoning Ability
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands & Work Environment
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

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While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The noise level in the work environment is usually quiet.

Employee Signature: _____ **Date:** _____

Employer Representative: _____ **Date:** _____

The PANW Pact: Mission Statement & Values

Our mission at PANW is to provide the highest quality, innovative pediatric care in a compassionate, sustainable practice, within a culture of kindness and collaboration.

We are passionate about the work we do as it makes a difference in the lives of the patients we serve. We know that our team members are our greatest resources and the very foundation of our success in promoting healthy and resilient children. We value:

QUALITY: Fostering continuous improvement through the use of critical thinking, sustainable innovation, and the use of constructive and actionable feedback.
What this looks like: We seek out innovative tools and resources, create and maintain up-to-date training materials, and provide timely, constructive feedback to support development.

COMMITMENT: Demonstrating integrity and embracing continued growth to support organizational goals and our team members.
What this looks like: We take accountability for our actions and words, extend grace to others by starting from a place of positive intent, and embrace opportunities for personal growth.

COLLABORATION: Engaging as a team where everyone is working together to serve our patients and community.
What this looks like: We are engaged in our work, uphold a positive attitude even during challenging times, look for opportunities to build each other up and recognize each other's contributions.

COMPASSION: Respecting each individual's potential, honoring our diversity, and maintaining a safe space to grow and learn.
What this looks like: We value each of our unique experiences and backgrounds by actively listening and maintaining an open mind.