

# Clinic Manager

## Job Framework

<b>JOB TITLE</b>	<b>Clinic Manager</b>	<b>REPORTING TO</b>	<b>Manager – Clinic Operations</b>
<b>LOCATION</b>	<b>Clinic</b>	<b>DIRECT REPORTEE</b>	<b>Clinic Team</b>

### THE OBJECTIVE

To ensure the smooth running of the center on a day to day basis by overseeing all clinical areas and managing of the clinical team; co-ordination of consultant, doctors, paramedic and other non-clinical staff; being the main point of call for clinical matters and by being a part of the operational management structure within the center. To be innovative and drive forward quality in client care, maintaining excellence and compliance to policy and regulatory requirements at all times.

### THE OVERVIEW

The Clinic Manager will plan, direct and run the day-to-day activities as well as clinic & service promotional activities and operations to drive the organization’s priority of enhancing the productivity and sustainability while ensuring the client focused environment and standard of quality. The clinic manager will be accountable for obtaining the Key Performance Indicator (KPI) in respects of service mix, service income, delivery, family planning & safe motherhood and other assigned deliverable. In coordination with the other team, the clinic managers will ensure quality & regulatory compliances and also execute the quality improvement initiatives and other strategies in line with the organization’s overall goals.

### KEY RESPONSIBILITIES

#### ■ **Service Provision:**

- ✓ Ensure client care in the provision of services to clients

- ✓ Ensure Marie Stopes' clinical quality standards, the service protocol and other service related standards/policies/procedures
- ✓ Manage initial client complaints & queries and provide support to team members in the management of complex cases
- ✓ Ensure that the client received services smoothly and delays are kept to a minimum
- ✓ Ensure adequate client satisfaction by creating a client oriented environment
- ✓ Lead on changes in clinical practices and policies as directed by authority
- ✓ Ensure appropriate and continuous service delivery including flexibility to meet changes in demand in consultation with line manager
- ✓ Identify team needs, both permanent and on call. Maintain a pool of on call service provider to cover for full time paramedic and clinic doctor if require. Ensure proper qualification and MoU for on call service providers
- ✓ Ensure appropriate responses to handling medical emergencies are in place, lead on emergency situations when present and follow up all cases to conclusion.

#### ■ **Quality of Care (QoC):**

- ✓ Ensure delivery of high quality services to the clients.
- ✓ Ensure good behavior of clinic team with clients, quick services for the clients and reduce waiting time.
- ✓ Be familiar with the technical standards, protocols and checklists and implement all necessary steps detailed in the standards.
- ✓ Ensure clients exit interviews (if applicable), reviewing of clients' comments book and ensure clients satisfaction.
- ✓ Ensure that all forms and formats are available and correctly & completely filled up.
- ✓ Identify gaps or breach in quality aspect and take necessary action.
- ✓ Ensure Infection Prevention practices within the clinics and satellite, ensure the environment is compliant, best practice is implemented and audits are completed.
- ✓ Report all incidents (RAG) to the head office concerned persons in appropriate time and cooperate the investigation to close up the incident report & implement the action plans accordingly.

## ■ **Marketing and External Communication**

- ✓ Ensure clinic exterior and interior decor, cleanliness, consistency of branding (sign posting, uniforms, name tags etc)
- ✓ Support field team members to implement marketing strategies and monitor progress and effectiveness of activities as per agreed KPIs.
- ✓ Facilitate networking with local private practitioners, pharmacists, NGOs, and any other potential agencies to achieve expected KPIs.
- ✓ Continuously assess needs of promotional materials and coordinate to respective people to make the material available,
- ✓ Actively participate in celebrating national days.
- ✓ Coordinate with demand creation team of Head Office as and when required for implementing approved marketing strategy.
- ✓ Make quarterly KPI assessment of the field team and keep record.

## ■ **Administration:**

- ✓ Update and maintain DGFP approval, Trade License and other necessary legal license in time.
- ✓ Maintain & update the personal files of all staff and on call staff with photocopies of all valid certificate, leave register and attendance registers and send the record to the head office
- ✓ Involve the recruitment, selection and induction process of new team members.
- ✓ Be familiar with the service rule of the organization and manage the attendance, leave, appraisal, resignation and other HR process as per service rules of the organization.
- ✓ Participate in immediate and appropriate action in the event of misconduct or serious underperformance of team members, seeking support from head office management as required and ensuring action is in line with organizational HR policies.
- ✓ Conduct periodical assessment of the material and timely purchase and or giving requisition to the head office.
- ✓ Maintain stock register for office supplies, stationeries and other clinical commodities.
- ✓ Manage and monitor the local purchase of the quality goods at competitive price following the Marie Stopes procurement policy.
- ✓ Monitor stock and usage of medicine, co-ordinate purchasing in accordance with clinic needs, ensure records are maintained in accordance with regulation and policy.

- ✓ Communicate and coordinate with the head office for any clinical equipment maintenance and repair.
- ✓ Manage and ensure the proper usages and maintenance of vehicles allocated to the clinic.

### ■ **Financial Management**

- ✓ Be familiar with organization financial policy and comply with policy in any financial matters of the clinic.
- ✓ Ensure the timely deposit (the following day) of income and proper approval of subsidy.
- ✓ Ensure submission of appropriate bills to respective GoB offices and ensure reimbursement in time.
- ✓ Monitor & control the petty cash expenses and send timely for petty cash reimbursement from head office.
- ✓ Ensure that the financial report and information are send on timely manner.

### ■ **Leadership, Team Supervision & Development**

- ✓ Lead the teams by motivating them to their goals & support them in identifying their improvement areas and coach them to enhance their skills/capacity.
- ✓ Conduct monthly reviews of performance against the business plan, and especially the KPIs – discuss performance at the team meetings and agree / review specific actions taken to improve any areas of under-performance.
- ✓ Hold staff coordination / quality / technical meetings and ensure recording of decisions in a SMART action plan, and ensure that actions are implemented and these actions are reviewed in subsequent meetings.
- ✓ Identify the gaps and coordinate the capacity development activities to improve the efficiency and performance.
- ✓ Conduct individual and team session with the team to create an opportunity for sharing & discuss clinic matters and problems.
- ✓ Ensure that all relevant team members regularly prepare and maintain work plan, monitor and supervise activities of team members.
- ✓ Conduct clinic scan, discuss about findings and develop action plan & implementation
- ✓ Making yourself available by keeping cell phone on, and visiting the center in the evening / overnight occasionally for ensuring the clinic's safety and security.

■ **MIS and another record keeping**

- ✓ Ensure timely entry of data with quality to the CLIC, Other software and prepare reports accurately.
- ✓ Ensure timely sending of program, financial and others reports to the Head Office.
- ✓ Ensure data validation in every month

*Perform any other responsibilities as designated from time to time by line manager*