



521 4<sup>th</sup> Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • www.bullhook.com

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*Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Title: Clinic Operations Manager**                      **Supervisor: Chief Medical Officer/Chief Behavioral Health Officer**  
**Department: Leadership**  
**Salary Range: \$50,835.00 - \$74,652.91 (\$24.44-\$35.89/hr)**

**Job Overview:** Assist the leadership team with the operations of the behavioral health and medical departments. Responsible for managing and supporting assessment of organizational needs and design, implementation, and evaluation of operations. Provide day-to-day leadership and management that mirrors BCHC mission and core values. Collaborate with department teams to assist with the development and implementation of operational and growth objectives. Treats all information and data within the scope of the position with appropriate confidentiality and security. Maintain strict patient and employee confidentiality in compliance with BCHC policies and HIPAA guidelines.

**Essential Functions (Major Duties or Responsibilities):**

- Oversee the day-to-day operations of the Behavioral Health and Medical Departments.
- Supervise department staff, including scheduling, approving timesheets, training, ensuring policies and procedures are followed in compliance with federal regulations.
- Assists with coordinating and completing employee evaluations. Ensures frequent, timely, and effective performance feedback and evaluation for employees under your supervision.
- Provide thorough review of conflicts and patient complaints. Review findings with appropriate leadership team members to determine appropriate resolution.
- Develop and post department staff schedules.
- Managing daily schedule changes.
- Approve and deny time off request in compliance with safe staffing guidelines and BCHC policy
- Collaborate with the leadership team on efforts to build and maintain effective clinic workflows to ensure productivity standards are met.
- Comply with clinic policies and procedures that support operational efficiencies and productivity standards.
- Maintain thorough knowledge of clinic standard operating procedures (SOPs) and clinic workflows to ensure congruency.
- Assists in ensuring compliance with HRSA, CLIA, CDPH, DHCS, VBC, PCMH, UDS, OSHA, and other appropriate state, federal and local regulatory requirements.
- Cooperates fully in all risk management and quality improvement activities, investigations, and audits.
- Responsible for the ordering and maintaining of supplies and department inventories.
- Responsible for ensuring equipment is functioning appropriately and maintained per manufacturer requirements.
- Attending and participating in required meetings, training and committees as requested.



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- Exemplify the commitment to the BCHC mission by creating a positive, professional, service-oriented work environment for patients, visitors, and coworkers.
- Participate in community outreach groups and/or programs as required.
- Coordinate and submit eCW and First Call support tickets.
- Assist staff with the completion of training and purchase requests.
- Build and maintain eCW schedules as indicated.
- Responsible for completing the required monthly and quarterly reports.
- Perform other duties as assigned.

**Minimum Qualifications (Education and Experience):** BS/BA degree in related field from an accredited college/university. Experience in operations preferred.

**Knowledge, Skills and Abilities (KSA's):** Demonstrated experience in planning and analysis with previous experience in management and operations. Skilled in organizational development, personnel management, budget and resource development, and strategic planning. Excellent people skills, with an ability to partner with a dynamic leadership team. Possess personal qualities of integrity, credibility, and commitment to organizational mission. Flexible and able to multitask; can work with an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems. Experience in personal computer use and business office management procedures required. Management-related work experience a must. Maintains an updated CPR certificate, valid Montana driver's license, submits copies of renewed licenses and certificates to Administration. Experience working in a community health center setting or similar environment is desired.

**Physical and Environmental Demands:** Work is performed in an office and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

**Special Requirements:** N/A

<p>The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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**BULLHOOK**  
Community Health Center

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**Signatures**

My signature below indicates the statements in the job description are accurate and complete.

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<b>Immediate Supervisor</b>	<b>Title</b>	<b>Date</b>
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<b>CEO Review</b>	<b>Title</b>	<b>Date</b>
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My signature below indicates that I have read this job description.

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<b>Employee</b>	<b>Title</b>	<b>Date</b>
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**FLSA Status: Exempt**