

## **Identity Health Clinic Office Manager Job Description**

Identity, Inc.

Revised January 2022

Reports To: Identity Clinical Director

FLSA Status: Full-time, Non-exempt

Rate: \$45,750-\$52,000 annually (\$22-\$25/hour)

Identity, Inc. is a statewide 501(c)3 organization whose mission is to advance Alaska's lesbian, gay, bisexual, and transgender (LGBT) community through advocacy, education and connectivity. Our vision is for a world where all people are free to express and be proud of their gender identity and sexual orientation. Identity Health Clinic offers gender-affirming and sexuality-affirming healthcare to Alaskans.

### **Summary**

This position primarily works at Identity Health Clinic to advance the healthcare of LGBTQ+ Alaskans, including supervising support staff, performing regular administrative tasks, maintaining positive relationships with clients and supporting overall clinic needs. The position also spends some time providing logistical and administrative support to Identity, Inc. overall.

### **Role and Responsibilities:**

#### *Supervision*

- Supervise front desk staff and support staff, including Administrative Assistants, at the clinic.
- Provide administrative supervision of clinical support staff, including CMAs, and liaise with providers and Clinical Director about their clinical supervision.
- Create and monitor clinic staff schedules.
- Train, coach and support clinic staff as needed to comply with Identity policies and procedures
- Coordinate bi-weekly timesheets and hiring paperwork for front desk and support staff.
- Supervise and contribute to improving the clinic office flow as related to the daily tasks of front desk staff, including drafting and editing policies and procedures documents as needed.
- Support coordination and management of clinic volunteers.

#### *Front Desk Administrative*

- Perform front desk duties, as needed when other administrative staff is not available, including answering phones, checking patients in/out, taking payments, data entry routing calls, faxes and messages
- Provide excellent customer service to providers, partners, staff and patients, including direct follow-up with patients to handle irregular administrative issues.
- Execute weekly and monthly best financial practices, and run batch reports.
- Serve as main contact for health clinic community partners, requests for clinic tours, etc.

### *Identity Administration*

- Serve as main Identity contact for IT support, clinic facilities issues and other logistical and operational partners.
- Collect customer feedback and produce reports and guidance for clinic and organization administration
- Support organization-wide operations, clinic HR efforts and office management efforts

### **Qualifications and Education Requirements**

Active support of Identity's mission

Experience in administrative and clinical environments for at least 12 months

Willingness to learn

Compassion for others

Willingness to work as part of a team

Organized

Ability to work independently and adhere to HIPAA-compliant protocols for handling confidential information

Experience supervising others

Experience working with electronic health records

Ability to work in a fast-paced environment with multiple priorities

Must be able to pass a background check

Must be able to treat everyone with respect and dignity

The qualified applicant will have at minimum a high school diploma or GED

Other relatable experiences considered

### **Skills and Experience Gained**

Work in a evolving and life-saving clinic

Outreach and networking in the LGBTQ+ and healthcare communities

Non-profit organizational management

### **Preferred Skills & Experience**

Billing/coding, Athena, Google Suite, EHR experience, multiline telephone, experience in social work and medical setting, basic office management skills (fax, scan, e-mail, etc.), experience working with community organizations and/or non-profit organizations, experience working with the LGBTQ+ community, lived experience as a member of the LGBTQ+ community, lived experience of a person needing gender-affirming and sexuality-affirming health care, lived experience in Black, Indigenous and people of color communities.

### **Additional Notes**

This job description does not list all of the job duties. Occasionally the Clinic Director may assign other reasonable duties. Identity reserves the right to revise this job description at any time.

Identity, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including people of all genders; people with disabilities; Black, Brown and Indigenous people; People of Color; lesbian, gay, bisexual and queer individuals; and people with lived experience of houselessness/poverty.

**Apply**

Send a cover letter and resume to [health@identityinc.org](mailto:health@identityinc.org). Subject Line: Clinic Office Manager Position