



Job title: Clinic Manager	FLSA Status: Exempt
Reports to: Patient Service Director	Position Supervises: Clinic Patient Staff

Clearway’s mission is to support women and families facing unplanned pregnancies by offering free, compassionate services including ultrasound, pregnancy testing, abortion pill reversal, STD testing, prenatal classes, and post-abortion counseling. While we do not provide or refer for abortions, we exist to help women make informed, life-affirming decisions and support them regardless of their choice. Serving Worcester County since 2000 and expanding to Springfield in 2018, we’ve reached clients from over 100 towns and 54 nations, demonstrating the demand for our services. Ideal team members are mature Christians with impeccable integrity, humility, and a comforting, non-judgmental nature who listen more than they speak and can engage others with love and patience.

Job purpose

This role requires active involvement in and comprehensive knowledge of all clinic operations, ensuring effective coordination and oversight across the entire spectrum of patient processes. This individual will work collaboratively with the Patient Services Director to foster a positive, patient-centered environment by maintaining efficient systems and processes for delivering exceptional patient services across all clinics. This individual must demonstrate strong interpersonal skills, providing mentorship and guidance to staff, ensuring effective communication, and creating a collaborative, supportive team culture. As a servant leader, the individual will prioritize the needs of both patients and staff, empowering team members to succeed while ensuring high standards of care are consistently met. The role requires patience and flexibility, with additional responsibilities based on experience and skill sets, always focused on optimizing patient care and operational excellence.

Competencies

- Adaptability
- Communication Skills
- Decision Making
- Innovation
- Leadership
- Managing People
- Planning and Organization
- Teamwork

Duties and responsibilities

- Create a welcoming and warm environment to enhance staff engagement and provide an exceptional patient experience.
- Spiritually lead the clinic team through daily prayer and devotions.
- Serve as Patient Advocate and Receptionist as needed.
- Participate in leadership and clinic meetings as required.
- Provide ongoing training and support to clinical staff.
- Supervise, coordinate, and assign activities to staff.
- Evaluate staff performance and recommend actions such as retention, promotion, transfer, or dismissal.
- Act as the point of contact and support for the medical records system; troubleshoot system errors or issues, conduct chart audits, and spot-check processes.
- Review and assess monthly and annual clinic reporting.
- Ensure policies and procedures are followed accordingly.

- Oversee clinic ordering and inventory management, ensuring that supplies are stocked, equipment is maintained, and all necessary materials are available to support clinic operations.
- Ensure compliance with regulatory agencies' guidelines for safety, sanitation, and infection control within the clinic and ensure clinic cleanliness standards are maintained.
- Work collaboratively with the Patient Services Director and Nurse Manager to identify clinic goals and objectives, ensuring staff coverage levels and needs are met.
- Build relationships within the community.
- Participate in community outreach activities such as attending local events, school programs, and providing tours.
- Work collaboratively with the marketing or donor development teams.

Additional Duties and responsibilities

- Serve as Clinic coverage in various roles when needed
- Participate in training as needed
- Perform other duties as assigned

Qualifications

- Bachelor's Degree in related field
- 2-4 years process management experience
- 2-4 years supervisory experience
- Strong aptitude to utilize various computer programs and tools to support daily operations, data analysis, reporting, and presentations. Strong understanding of software applications, data management, and troubleshooting to ensure smooth and effective use of technology in a clinical environment.

Working conditions

Work performed in a medical office environment, requires travel between clinic sites every week.

Physical requirements

The role involves frequent sitting and standing, use of hands and arms for tasks, light to medium lifting of supplies or equipment, bending, and the ability to perform cleaning tasks as needed.

Spiritual requirements

- Ability to lead team in daily devotionals and/or prayer time
- Participate in weekly devotionals
- Pray for other staff members

I agree to perform all duties and responsibilities of this position as specified in this job description.

Employee Signature

Date