

Job Description

Job Title:	Clinic Operations Manager
Department:	Waterloo Eye Institute (WEI)
Reports To:	Clinic Director, School of Optometry and Vision Science Clinic Policy and Development Officer, WEI
Jobs Reporting:	Patient Care Coordinators, WEI Referral Management Coordinator, WEI Optometric Assistant, WEI
Salary Grade:	USG 8
Effective Date:	December 2020

Primary Purpose

The Clinic Operations Manager reports to the Clinic Director and the Clinic Policy and Development Officer, is responsible for the effective and efficient day-to-day operation of the Waterloo Eye Institute in all administrative/operational matters. In conjunction with the Clinic Policy and Development Officer the Clinic Operations Manager provides continuity as academic leadership changes. The Clinic Operations Manager role is accountable for operational oversight during clinic hours including evenings and Saturdays.

Two Clinic Operation Managers work closely together, functioning as co-leaders of the Clinic Patient Care Team. In collaboration, the Clinic Operations Managers provide leadership in defining a service-focused environment to the Waterloo Eye Institute and partner to ensure consistency of care.

Key Accountabilities

Operations Oversight / Administration

- Continuously evaluate WEI operations, recommending and implementing organizational and procedural changes and processes, as necessary
- Collaborate closely with Patient Care staff to ensure seamless service from operations to face-to-face interactions
- Ensure relevant privacy protocols and legislation are adhered to; ensure privacy/confidentiality of patient/client information and referral through variety of systems, processes and positions,
- Arrange all clinic committee meetings, prepare and distribute agendas and reports prior to the meeting and record meeting minutes
- Responsible to ensure that all new part-time clinicians and new faculty members are added to the clinic's liability insurance policy
- Responsible to ensure that clinician licenses are renewed each year
- Provide support to the Clinic Director and/or the Clinic Policy and Development Officer as required
- Oversee all legal requests for the duplication and distribution of patient information ensuring that each specialty clinic responds in a timely manner
- In collaboration with the Financial Manager, oversee day to day financial transactions processes within clinic operations
- Assumes regular, rotating on-call shift with peers and responds to various levels of human crisis related to ocular health
- Oversee patient triage and troubleshoot matters escalated from patient concerns
- Demonstrates knowledge of emergency response procedures; problem solves, uses resources, and acts quickly in difficult situations

- Provides additional operational oversight during transitions in academic leadership

Strategic Planning

- Collaborate on strategic planning exercises within the Waterloo Eye Institute, and provide statistical analysis when required
- Provide analysis of internal processes to leadership and other stakeholders to support strategic decision making
- Support the coordination and implementation of clinic renovations ensuring that disruptions to the clinic schedule are as minimal as possible
- Participant in the professional accreditation process, proving reports and documentation when required

Scheduling

- Responsible for developing and implementing the clinic supervision schedule; gathering faculty availability and scheduling part time clinicians in order to ensure continuous coverage
- Responsible for tracking and recording clinic faculty days and providing monthly updates to the Clinic Director and the Associate Director – Clinical Programs. Work in tandem to ensure that un-assigned slots are filled with faculty members who are required to make up days
- Develop and implement the clinic intern schedule for all interns and visiting students, ensuring adequate coverage and fair distribution of specialty clinic rotations
- Develop and implement a staffing schedule in conjunction with the Service Heads to ensure that all shifts have proper coverage, including evenings and Saturdays
- Responsible for the scheduling and administration for External Geriatric, Pediatric and Dispensing clinics (scheduling and follow up)
- Monitor WEI scheduling of patient appointments to ensure that all slots are being utilized to optimum capacity, providing feedback to the Clinic Director regarding clinic appointment statistics
- Provide advice and direction to staff when clinics and/or patients need to be cancelled or rescheduled due to clinic closure
- Collaborates closely with all staff members to ensure seamless and client focused service to all patients
- Responsible for ensuring the security of all clinical areas, providing the Main Clinic Receptionist with the schedule for the clinic security system
- Work directly with IST and the Main Office Receptionist when the security system is malfunctioning

Human Resources Administration and Leadership

- Partner with the other Clinic Operation Manager to ensure consistent clinic operation processes and direction for staff across all shifts. This may require availability outside of one's regular workday
- Create and maintain positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations that align with the WEI's mission and the University's strategic plan to help employees create clear paths to success
- Effectively measure and evaluate performance of direct reports through both formal performance appraisals and informal methods such as regular feedback, coaching, and one-on-one conversations
- Establish strategies that identify development opportunities for direct reports and staff and create development plans utilizing a coaching and mentoring approach that enable employee growth and enhanced performance
- Plan, budget and hire Part Time Staff
- Submits all part time hours to Human Resources for payment (Part Time Clinicians, casual staff) ensuring all pay requests are processed in a timely manner

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- Responsible for ensuring that all accidents are reported and paperwork complete and sent to the Safety Office
- Monitor safety requirements to maintain clinic operations and ensure that all clinic personnel are up-to-date on all safety training applicable to their role
- Participates in the development and delivery of training initiatives for clinic personnel
- Role models visibility, availability, and approachability with all staff, faculty and clinic visitors, which includes participating in evening and weekend responsibilities

Equipment Purchases

- Responsible for all large clinic equipment purchases including delivery and installation
- Obtain quotes in accordance with Policy 17 when purchasing equipment and/or soliciting services by external vendors; provide rationale for choice of vendor if required
- Liaise with Procurement Services as needed
- Maintain an inventory of all loaner equipment from various vendors, ensuring that a proper maintenance schedule is followed
- Responsible for registering all loaner equipment to the WEI's insurance policy in case of theft and/or damage
- Reconcile incoming equipment orders and send invoices to the Financial Manager for payment processing

Facilities Management

- Ensure well-functioning buildings and equipment by overseeing maintenance, space allocation, relocations, renovations
- Ensure safety and security of staff and public with responsibility for key control, Health and Safety; act as Building Evacuation Coordinator for the clinic
- Generate and monitor plant operations requests to ensure that work is completed in a timely manner
- Report all emergency repair situations to the 24h Plant Operations line and follow up until the problems have been resolved. This may require revisions to existing schedules
- Co-ordinate with the Clinic Policy and Development Officer and the Clinic Safety Officer to communicate (verbal and written) all new safety protocols to clinicians, interns, and staff
- Liaise with campus units (i.e. Plant Operations, Police Services, Campus Wellness, Human Resources, etc.) to facilitate seamless operations

Vehicle Administration

- Track all information pertaining to School vehicles (driver registration, vehicle registration and licensure)
 - Schedule vehicle maintenance
 - Ensure all safety documentation is up-to-date (daily safety checks) and first aid kits are kept current

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- BSc in Business Administration with a specialization in healthcare preferred

Experience

- Several years of experience working in a combined academic and clinical facility setting is preferred
- 3+ years experience in a management or supervisory role is required

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- Experience in dealing with dispute resolution is an asset

Knowledge/Skills/Abilities

- Multi-tasking and problem management skills are essential, as is the ability to assess, analyze and resolve issues
- Ability to communicate, both orally and in a written format, information at all levels of the organization is essential
- Tact, judgement, and diplomacy are essential
- Proficient use of Microsoft Office required
- Proficient use of an electronic medical records (EMR) system required with preference given to experience in Visual Eyes
- Knowledge and understanding of policies relating to staff employment and supervision required (specifically Policies 5, 6, 18, 33 and 36)
- Ability to work independently and collaboratively as part of a team
- Ability to accommodate different assignments and working schedules
- Ongoing First Aid certification/maintenance is required

Nature and Scope

- **Contacts:** Within the School, the Clinic Operations Manager will interact with all clinic employees to deal with, influence and motivate others, to promote, justify and settle highly sensitive matters pertaining to the clinic operation, and more broadly, with the University community as required. Externally, this position will have contacts with optometrists in the community and some contact with the professional associations and regulators.
- **Level of Responsibility:** This position is one of the senior staff positions within the Waterloo Eye Institute. This role requires autonomy as it will be the Manager on duty during off hours, as well as coordination with key functional areas to enforce and facilitate safe operations of the WEI.
- **Decision-Making Authority:** Decision making authority is consistent with the accountabilities set out for the position as one of the senior staff positions within the WEI. Due to the shared nature of this role decisions must be made in collaboration with the other incumbent in order to ensure consistency of practice. This role will need to be accountable for making decisions in the absence of other leadership during clinic hours outside of regular business hours. The Clinic Operations Manager engages others to collaboratively solve systemic problems ranging from lack of compliance with policy or procedure to optimize department processes or systems. Solutions to such problems may impact all of WEI. Problems are often complex and require balancing competing priorities and varying stakeholder needs.
- **Physical and Sensory Demands:** Possibility for multiple interruptions and competing priorities on a daily basis. Flexibility and responsiveness to a variety of administrative and clinical staff regarding day-to-day and long-term issues are required. Must be sensitive to the needs of all staff, faculty and interns working in the clinic. In addition, must be able to, when needed, deal with the patients who come to the Optometry Clinic for their optometric needs. Tact and diplomacy required when dealing with unhappy patients and/or disgruntled staff members. Work in a moderate to fast paced environment, ability to remain focused with distractions (i.e. responding to unscheduled requests), administration of first aid may be required.
- **Working Environment:** Exposure to regular disagreeable situations typical of a senior staff position. Normal stress and pressure associated with this level of position. This position requires the clinic to be supervised during full hours of operation, which in turn means that this position will have varying shifts, including Saturday coverage. Hours of work will include regular evening and weekend shifts to ensure that one Manager is on duty when the clinic is open evenings and Saturdays.