



St. Croix Regional Family Health Center

Practice Manager

Department: Medical
Effective date: 04/07/2025

Reports to: Chief Executive Officer
Reviewed: 06/09/2025

Summary of Functions:

The Practice Manager leads and supports the daily operations of our health center with their broad experience across front office functions, clinical support, patient services, and billing. This role combines leadership responsibilities with direct involvement in patient care operations, requiring excellent communication, organizational, and team-building skills.

Major Duties and Responsibilities

Leadership & Team Management

- Oversee daily operations of the health center including front office, reception, outreach, and clinical support teams.
- Train, orient, and provide ongoing education to Patient Services Representatives (PSRs) and clinical support staff.
- Develop and manage schedules, workflows, and staff assignments to ensure operational efficiency and optimal patient care.
- Conduct regular team meetings and participate in cross-location manager collaboration to standardize practices.
- Provide working support of the front office and clinical staff. I.e. filling in the front office, rooming patients for a provider etc.

Front Office & Patient Services

- Ensure accurate insurance verification, registration, and data entry for patient visits.
- Monitor appointment schedules and implement outreach strategies to reduce no-shows and fill open slots.
- Serve as liaison between front desk, billing, providers, and administrative departments to maintain smooth information flow.
- Provide direct patient assistance, including support with MaineCare and Sliding Fee applications

Outreach & Access Support

- Manage the Sliding Fee Discount Process.
- Assist clinic patients with Mainecare and Sliding Fee applications.

Billing & Revenue Cycle Support

- Be an active steward in all aspects of revenue cycle management working with finance department.

Quality, Compliance & Reporting

- Participate in quality improvement meetings and projects.
- Develop and maintain electronic tracking and reporting systems for operations and patient care metrics.
- Ensure compliance with PCMH standards, safety protocols, and SCRFHC policies.
- Conduct ongoing policy reviews and revisions to align with operational needs.

Other Duties

- Represent SCRFHC at community outreach events as needed.
- Serve on internal committees as assigned by the CEO.
- Provide coverage or support at other health center sites as needed.
- Complete incident reports and safety documentation in accordance with HR policies.
- Complete all other duties and tasks as assigned by supervisor or CEO.
- Manage office and clinical supplies for the practice.

Core Competencies

- Leadership & Team Building.
- Patient-Centered Service Orientation.
- Billing & Insurance Knowledge.
- Strong Communication Skills.
- Adaptability & Problem-Solving.
- EHR and Technology Proficiency.
- Cross cover for Medical Assistant duties as needed.
- Proficient in Phlebotomy.

Work Environment

This is a full-time, on-site position requiring a flexible and proactive manager who can lead by example while ensuring high standards of patient care and staff performance. The role requires multitasking, attention to detail, and collaboration across departments.

Experience/Education Requirements

- Certification or licensure as a Medical Assistant (required).
- Prior experience in a medical office setting, preferably within a Federally Qualified Health Center (FQHC).
- Knowledge of billing practices, insurance, and electronic health records (EHR).
- Strong working knowledge of CPT, ICD-10 coding, and clinical workflows.
- Demonstrated ability to lead and support front office and clinical teams.

I have read this job description, responsibilities, qualifications and expectations as presented. I attest I can perform the essential functions of the job, with or without reasonable accommodation.

Employee:

Print Name

Signature/Date

Supervisor:

Print Name

Signature/Date