



239 – 12 B Street North
 Lethbridge, AB
 T1H 2K8
 403.381.6000
 www.talkinghelps.ca

Position Description

POSITION IDENTIFIERS:	
Position title:	Clinic Manager
Reporting relationship:	ACS Ownership
Date (created/updated):	September 1st, 2019
POSITION PURPOSE & RESPONSIBILITIES:	
<p>OUR VISION: Associates' Counselling Services is an agency recognized for providing the highest quality in professional counselling, training, and coaching services within the community.</p> <p>OUR MISSION: Associates' Counselling services has an exemplary standard in providing the utmost quality of services to individuals, families, and groups in need of therapy within the community. We strive to provide service that is congruent under the following pillars:</p> <ul style="list-style-type: none"> • <u>Accessibility of Service</u> • <u>Quality of Service</u> • <u>Caring</u> <p>THIS POSITION: As the Clinic Manager, your leadership will demonstrate ACS commitment to meeting the needs of our clients and model expectations for other staff. You will be responsible for planning, coordinating, implementing and evaluating services provided by ACS including day-to-day management, supervision, and responding needs of staff/therapists/owners. You will operationalize the ACS business plan by supporting owners with financial acumen, well-researched solutions, and the ability to execute plans with expediency.</p> <p>The ACS business model seeks to provide high value operational support and a pleasing office environment for multiple therapists to assist them in providing the highest quality care to their clients. Your exemplary customer service skills, a “can-do” attitude and innovative ideas to increase our organizational value to our therapists will contribute to the success of ACS in achieving its vision.</p> <p>Providing relief to other staff, when needed, and prioritizing activities to meet clients' needs will demonstrate our shared commitment to placing clients first. ACS is committed to improvement and the implementation of new systems/process to better serve our clients. Your pleasant personality, professionalism, efficiency, and ability to engage staff/therapists in the planning and implementation of new systems/processes will help ACS achieve even higher levels of quality service.</p>	



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This role may require working evening or weekend hours so flexibility in scheduling is required.

DUTIES AND RESPONSIBILITIES

Human Resource Management:

- Recruits clinic staff and associates in accordance with HR and Succession planning.
- Staff Scheduling.
- Develop and maintain the clinic's Human Resource Policies, Procedures & Guidelines.
- Ensures the effective implementation and administration of benefit programs, wage programs, position descriptions, external contracts and other human resources policies & programs.
- Perform day-to-day supervision and performance management

Operational Management:

- Manages office operations including opening/closing of office, ensuring office security, capital purchases, equipment etc.
- Ensures compliance with workplace legislative requirements and best practices (Occupational Health and Safety, Fire Code, First Aid etc.)

Financial Management:

- Provides direction and support to Financial Administrator related to financial reporting needs.
- Responsible for financial management of the clinic including development and monitoring of annual clinic budget, financial reporting, bookkeeping, working with external accountants, and managing clinic contracts.

Information Management/Electronic Records:

- Oversees and manages the information technology function in the clinic, including purchases of computers, peripherals and software.
- Liaises with scheduling/billing software vendor in relation to clinic requirements and provides training to current and new clinic staff.
- Liaises with website developer and hosting service to maintain website presence.
- Develop and maintain ACS social media presence.

Privacy Officer:

- Act as appointed privacy officer within clinic, which involves developing and maintaining comprehensive privacy policies and procedures relevant to all aspects of clinic operations, monitoring the clinic's ongoing compliance with privacy legislation, and acting as the primary point of contact for staff, associates and third parties in relation to privacy matters.

External Clinic Relations:

- Acts as the single point of contact for communication regarding building, maintenance, telephone, programs and services



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- Acts as business development officer to explore value add service opportunities at ACS
- Coordinates with external stakeholders (e.g. City of Lethbridge, Veteran Affairs etc.).

This position description is intended to describe the level of work required by the person performing the work of the positions and physical requirements normal to the position. Principal duties outlined are the essential responsibilities and duties and other duties may be assigned as needs arise or as required to support principal duties.

QUALIFICATIONS:

Education:	Completion of a diploma or certificate in office management. Equivalent combination of education and experience will be considered.
Experience:	Minimum of <u>5</u> year(s) of experience. <ul style="list-style-type: none">• Thorough working knowledge of Simply Accounting, QuickBooks, and Microsoft Office.• Experience working with scheduling, electronic health record, and/or billing software is desirable.