



# JOB DESCRIPTION

**Job Title:** Clinic Manager (CM I)  
**Department:** Gronowski Center  
**Reports to:** Dr. Sandra Macias

## JOB SUMMARY

The **Clinic Manager I (CMI)** position is responsible for day-to-day management of clinically-oriented mental health services for The Gronowski Center. Responsibilities include administrative supervision and support of student therapists regarding clinic policies and procedures in order to ensure a positive training environment for the students and an effective and efficient treatment center for the clients.

Clinic Managers oversee the day-to-day administration of the center in order to create an environment in which students and supervisors can ensure competent delivery of evidence-based psychological services. Clinic Managers are responsible for ensuring that student therapists understand and abide by all center policies and procedures. Additionally, Clinic Managers assist in the coordination between therapists, senior clinic managers, supervisors, and directors. Lastly, Clinical Managers bridge the communication between the student therapist and the client.

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- Basic clerical duties including:
  - Answering the telephone
  - Delivering messages
  - Screening potential clients
  - Sorting and responding to emails
  - Taking and recording client payments
  - Updating contact information
  - Maintaining clinic cleanliness
- Assisting in professional development of student therapists by:
  - Monitoring HIPAA compliance
  - Coordinating risk management
  - Performing quarterly audits
  - Answering supervisor and therapist questions regarding policies and procedures
  - Informing supervisors of student therapist adherence to clinic policies and procedures
- Completion of individualized sub-jobs such as:
  - Collecting weekly information regarding student therapist caseload and hours worked, followed by communicating this information to clinic directors

- Updating the Gronowski Student Manual
- Updating the Clinic Managers Manual
- Processing files for termination
- Monitoring the database for irregularities
- Translating clinic materials into Spanish
- Assembling and resupplying intake packets
- Organizing referral resources
- Overseeing scheduling and organizing materials for the clinics psychiatric services
- Scheduling and oversight of the weekly student therapist task of “clinic duty” (in which student therapists spend one hour a week performing small duties around the clinic)

## **ESSENTIAL QUALIFICATIONS**

- Must be enrolled in either the Ph.D. or Psy.D. program at Palo Alto University
- Must be able to work at least 2 shifts per week (8-10 hours) for each quarter
- Must be able to attend required staff meetings and trainings (typically 1-2 times a quarter)
- Needs extensive understanding of HIPAA, office policies and consents, and risk management
- Must have excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management, and essential functions of the position.

## **PREFERRED QUALIFICATIONS**

- Should be able to work as part of a team and support a team-driven atmosphere, while being able to initiate projects independently and maintain motivation
- Should be able to accept feedback from peers and supervisors while maintaining professional boundaries and openness
- Should be patient and willing to teach peers
- Should be able to interact with student therapists in a helpful and non-confrontational manner and be acutely aware and alert to situations which may need a supervisor’s consultation
- Should be able to maintain composure under stress and be able to identify situations that warrant supervisor consultation
- Should be able to multitask

## **SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES**

- Understanding of clinic database
- Advanced proficiency with clinic policies and procedures
- Excellent organizational skills, and strong attention to detail
- Outstanding interpersonal skills
- Ability to problem-solve and make quick decisions under stress
- Ability to work independently within a dynamic team environment with multiple priorities
- Ability to work independently and as part of a team and take on new tasks that may be time intensive
- Ability to implement change and process improvements