



**JOB TITLE:** Key Clinic Office Manager  
**SCOPE:** Full-Time, Exempt  
**SUPERVISION:** Vice President of Clinical Services

**ORGANIZATION SPOTLIGHT:**

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

Key Clinic is a new component of DOORWAYS that will provide onsite specialty and primary care to the community at large. Services include primary care, STI testing, wellness prevention screenings, lab services, and on-site pharmacy access.

**WHAT WE ARE LOOKING FOR:**

The ideal Office Manager will have experience working in a clinic or medical setting, excellent interpersonal skills, and strong knowledge and experience in medical billing and coding. The candidate must be highly collaborative, organized, and flexible, as well as data driven to ensure documentation requirements and program outcomes are met. The successful candidate will pass a background check, drug test, and TB test.

**WHAT YOU RECEIVE:** The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

**MAJOR DUTIES AND RESPONSIBILITIES**

**Clinic Office Coordination:**

- Coordinate patient services with physicians, staff, and volunteers to provide quality patient care in an effective manner, promoting and maintaining outstanding public relations with patients and families.
- Greet patients warmly, ensure proper documentation collection, and assist patients in the completion of clinic forms.
- Schedule, reschedule, and cancel patient appointments as appropriate. Make reminder phone calls and/or SMS notifications. Answer phone and direct calls.
- Maintain a welcoming and clean environment, including the upkeep of lobby, exam rooms, and restrooms.



- Complete data entry into multiple systems and update patient files in Electronic Health Record database.
  - Prepare, verify, and process medical insurance billings with entities such as Medicaid, Medicare, Managed Care and others. Follow up with services that are not approved for reimbursement and resolve findings in a timely manner.
  - Demonstrate and apply knowledge of medical codes and medical terminology.
  - Collect patient self-service payments when necessary and verify patient insurance coverage.
  - Provide compassionate care and resources for patients to cope with medical needs and diagnoses as needed.
  - Maintain high level of confidentiality by adhering to HIPAA regulations.
  - Ensure proper inventory management system is in place for all clinic supplies and develop/maintain positive relationships with all vendors to ensure streamlined clinic services.
  - Collaborate with DOORWAYS staff in marketing strategies to increase patient enrollment and participation in services.
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- All other duties and special projects as assigned.

### **WORKING CONDITIONS**

- Typical working hours are Monday-Friday 8:30-5:00.
- Local travel may be necessary to promote clinic enrollment and/or assist team with mobile medical services (mileage reimbursement included).

### **SPECIFIC REQUIREMENTS**

- Must have experience and knowledge of medical billing and coding. Prior experience working in a medical clinic preferred. Associate degree or Certified Nursing Assistant (CNA) a plus.
- Experience working with the HIV, homeless, and/or LGBTQIA+ community is strongly preferred. Must have a positive attitude and work well with diverse populations.
- Must possess strong leadership, communication, and interpersonal skills with the ability to work independently.
- Must have proficient knowledge of Microsoft Office software, Outlook, eMOMED, and Electronic Health Record system(s).
- Ability to maintain strict confidentiality and build professional relationships with patients, staff, and external partners.

### **PHYSICAL REQUIREMENTS**

The Office Coordinator will do a large part of their work sitting and/or at a computer. The Office Coordinator may need to lift, push, or pull items up to 25 pounds during their workday.

### **ACKNOWLEDGMENT**



I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Behavioral Health Lead and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

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Date

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Signature

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities.