



Mission Statement

The Chippewa Valley Free Clinic's mission is to provide quality health care to and advocacy for individuals of the Chippewa Valley area who have no reasonable health care alternative.

Office Manager

Location: Eau Claire

Category: Administration and Management Non-profit

Job Type:

Responsible for managing office and volunteer services. Ensure efficient and effective office procedures are in place.

1. Facility Management

- Oversee day to day office operations.
- Oversee facility management.
- Oversee volunteer management.
- Coordinate general operation of the clinic.
 - Responsible for office management related to clinical issues for patients.
 - Monitor and order supplies.
 - Maintain clinical equipment in good working order.
 - Provide orientation for new medical and nursing personnel, volunteers, or paid staff.
 - Report concerns and ideas for improvement to Executive Director.
 - Participate in staff meetings in a meaningful, professional manner.
- Develop annual facility budget based on services provided.
- Monitor and replace failing and outdated equipment and maintain adequate supplies.
- Assure that confidentiality is maintained throughout the organization.
- Participate as a member of management in hiring of employees to include phone screening and new hire paperwork.
- Generate monthly board reports.
- Coordinate Sharing Dignity (feminine hygiene program).
- Maintain the general filing system (electronic and hard copies) for the business aspects of CVFC including contracts, volunteer records and facility management.
- Assist Executive Director as needed in various administrative responsibilities
- Oversee and in collaboration with Executive Director and Director of Clinical Services ensure clinic is run efficiently, kept clean, orderly, and well maintained.

- Contributes to team effort by accomplishing related results as needed.
- Assist Executive Director as needed in various administrative responsibilities.

2. Volunteer Management

- Recruit, orient, and schedule volunteers, ensuring that all positions are filled at recommended capacity.
- Implement a volunteer stewardship plan to include communication notices for volunteers, initial and annual surveys, and formal volunteer recognition.
- Maintain volunteer records including contact information and hours donated.
- Recruit volunteers as needed for special projects and events.
- Promote team culture in all working relationships with staff and volunteers; provide cross-staff support, as needed.
- In coordination with Executive Director and Clinic Director, assign and monitor clerical functions and special projects by volunteers.
- Coordinate and support clinical areas.
 - Schedule volunteer personnel for clinic nights to include providers, nurses, lab techs, pharmacy, and non-clinical volunteers.

3. Qualifications/Experience

- Minimum 2 years health administration/office management experience required.
- Thoroughly skilled in contemporary office computer systems.
- Knowledge of electronic medical records system highly beneficial.
- Excellent communication skills with physicians and mid-level providers, volunteer nurses, clinic staff, patients, community stakeholders and partners, and other volunteers required.
- Strong decision-making skills, verbal and written communication skills, diplomacy, tact, flexibility, and attention to detail.
- Flexibility – the work environment requires quick changes in routine and work with multiple personality types, including staff, patients, and volunteers.
- Able to implement policies and protocols.
- Demonstrated ability to work independently and within a team structure.
- Strong organizational and communication skills required.
- Demonstrated problem solving skills as evidenced in adaptability and a focus on strategic operations.
- Demonstrates respect for diversity.
- Awareness of psychosocial barriers that can impact lives of uninsured.
- Working knowledge of various software and database technology, which includes but not restricted to accurate patient data capture and reporting functions.
- Embraces and supports the mission of the Chippewa Valley Free Clinic.