

Healthcare Manager / Operations Manager

Service-oriented, compassionate, and mission-driven professional, with strong commitment to offer exceptional service in all aspects of health care as well as new care integration of services into health care continuum across home health arena.

Multifaceted, performance-focused, and results-oriented individual, offering wide-ranging experience in healthcare management. Offering hands-on management skills in performing all mandatory case review, and training medical staff. Equipped with solid communication and interpersonal skills in establishing rapport with diverse individuals and other healthcare professionals. Strengthened by qualifications in providing supervision and support, managing time, prioritizing tasks, and exercising sound judgment necessary to improve the quality of patient care.

AREAS OF EXPERTISE

Health and Safety Operations
Patient Relations Management
Healthcare and Social Awareness
Community Health Process
Policies and Procedures
Leadership and Team Building
Quality Performance Improvement

IT Literacy: Microsoft office, spreadsheets, Email communication, social media, analytics

HIGHLIGHTS

- Successfully managed personnel, facility operations, and admissions while concurrently providing excellent care.
- Negotiated a training contract and paying more than two thirds less than the previous contract for the same services.
- Used strong communication, organisational, and problem-solving skills and liaised with various departments, institutions, and the public to raise awareness and bring support to facility.
- Took a single man practice and registering and getting it prepared for CQC by creating every policy and procedure needed.

PROFESSIONAL EXPERIENCE

THE NAME CLINIC • Clinic Manager

2019-Present

- Providing leadership to the flagship clinic in Guildford which involved treatment procedures, inventory, and security, and required recordkeeping to maintain compliance with established regulations.
- Rendering assistance to the medical director in managing diverse aspects of patient care, including ensuring all policies and procedures are created, updated & implemented.
- Partnering with suppliers of clinical consumables, facilities & service contracts to ensure that all errors are properly documented in accordance with regulations and all aspects H&S.
- Taking charge of all aspects of budgeting, P&L's as well as acting as the CQC registered manager.

NAME CLINIC • Practice Manager

2013-2019

- Designed, implemented, and maintained a variety of policies & procedures in line with CQC, ICO, GDPR, ensuring and monitoring compliance to all program regulations.
- Conducted meetings with GP's and other medical practice employees, ensuring they have the necessary support as well as a smooth-functioning work environment with few discrepancies.
- Held accountability and HR settings, including full control of Payroll, clinical direction, ongoing continuing customer focus, implementation of compliance and regulatory issues during the practice.

BUSINESS NAME • Clinic Manager

2012-2015

- Played a vital role in the care of children from 5-11. Provided high quality care by ensuring the children in own care were safeguarded and looked after in a caring family environment.
- Implemented and updated policies & procedures in line with Ofsted and PACEY guidance.

Career Note: Full time parent

2001-2012

EDUCATION & CREDENTIALS

NAME UNIVERSITY • **BSc Health & Social Care**

2014-2017

NAME SCHOOL • **GCSE x 8 subjects Grade C**

1986-1996

Certifications

Assistant Responsible Officer Training – 2020
Lead Safeguarding – 2020
Care Certificate – 2019
Chaperone Training – 2019

Manual Handling – 2019
Advanced Safeguarding Level 3 – 2019
Laser Core of Knowledge – 2019
Medical Terminology – 2017