

Northwest Colorado Health

Director of Health Center

General Statement of Duties:

The Director provides supervisory and leadership support for the operations of the community health center, including the medical and dental departments. The Director must provide program and project leadership, prioritize conflicting needs, and proactively bring projects to successful completion.

Supervision Received:

Reports to the Chief Operating Officer.

Supervision Exercised:

Directly supervises and manages health center staff, and other designated employees.

Essential Functions:

- I. Plans, develops, and manages health center programs, including coordinating communication with foundations and community leaders. Develops short and long term programmatic and strategic plans.
 - Recommends new programs or service enhancements based upon evaluation of health center needs and available resources.
 - Continually evaluates current programs for ongoing viability or modification in harmony with agency mission and community response.
 - Responsible for day to day clinic operations including budget and finance.
 - Promotes and supports the Patient Centered Team Based Care approach.
 - Supports implementation, maintenance, and compliance of CHC's 340(B) pharmacy program.
 - Supports and manages Electronic Medical Records ensuring compliance with all applicable laws and regulations.
2. Initiates contacts for new program development or to promote established programs, providing support in agency joint venture, collaborative, and contractual relationships.
 - Establishes relationships with potential partners; seeks out strategic formal or informal affiliations as appropriate.
3. Responsible for the overall management of staff, administrative and clinical services.
 - Supervises, trains, develops, evaluates, and when necessary, counsels and/or discharges management and/or support staff in designated areas of responsibility.
 - Responsible for customer service outcomes and training for all clinical and operational staff.
 - In conjunction with CHC Leadership and HR, works to address personnel matters, operational issues, and to assist in resolving problems that may

exist.

4. Participates in ongoing performance improvement process.
 - Develop, maintain, and improves all policies and procedures for Health Center. Ensure that all administrative policies and procedures are current and makes appropriate updates.
 - Responsible for monitoring clinic operations' compliance with all federal and state regulations.
 - In conjunction with CHC Leadership and appropriate staff coordinates and delegates administrative and clinic maintenance responsibilities such as patient access, patient education, patient experience surveys, and other special projects.
 - Responsible for tracking, trending, monitoring and acting on clinic metrics to include cycle time and productivity.
 - Oversight of patient grievances & patient conflict resolution.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

Masters degree in a health related area, business administration, or related field preferred. Bachelor's degree in a health related area, business administration, or related field required.

Experience:

Seven to ten years progressive experience in health care administration, prefer experience in a community health center setting.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current CPR certification.
3. Current immunization history, after job offer and before starting job.

Skills:

1. Supervisory skills.
2. General office skills.
3. Grant writing, budget preparation and reporting.
4. Public speaking and public relations

Knowledge:

1. Knowledge of public health programs and health center operations.
2. Thorough understanding of health care environment.
3. Knowledgeable and skilled in community education, public relations, fund development, grant/proposal writing, and communication principles and practices.

Abilities:

1. Must be able to coordinate Community Health Center team to meet communities' needs.
2. Ability to develop and implement long range plans, business and marketing plans; and facilitates day to day operations.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Accepts responsibility of senior management team member with agency-wide purview and commitment to effective team functioning and results.
5. Must be able to embrace the Agency's vision and mission and direct programs in alignment with these.

Equipment:

1. Daily use of telephone, copier, and other office equipment.

Working Conditions:

1. Position is in a well lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____ Date: _____