

**COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA**  
**Clinical Health Programs**  
**Job Description**

**Date:** October 2018

**Salary Grade:** 9-12

**Exposure Determination Category:** 3

**Chart:** 3 Exempt

**Job Title:** Clinic Operations Director

**Reports to:** Chief Executive Officer

**Area of Responsibility:** Provides leadership and direction to the operations and management of the Clinic. This includes the development and implementation of staff, quality improvement/assurance plan and progress reporting in accordance with FQHC requirements, regulatory compliance, trend analysis of clinical operations, facility planning, and budget development and monitoring and reporting on Federal grants.

**Major Duties:**

1. Promote, oversee, and play an active role in patient care using the Provider-led, team-based Patient Centered Medical Home Care Model
2. Regularly interfaces with Medical and Dental Providers, Program Directors, managers, and staff to facilitate communication and improvement activities
3. Monitors and ensures compliance with medical protocols and administrative procedures, HIPPA, CLIA, OSHA, and state and federal regulations
4. **Supervision:** of key clinical management personnel as indicated by organizational chart. Encourage team management and problem-solving and positive feedback for individuals, units and all Clinic programs.
  - Assist Human Resources with *recruiting and hiring* adequate staff for programs.
  - Develop and/or schedule *staff training* that enhances program compliance and encourages professional growth.
  - Utilize *coaching and disciplinary* procedures as necessary for staff under direct supervision
5. **Program management, planning and budgeting:** Serve as a leader and role model regarding leadership, team functioning, service excellence, planning and budget activities, within Board policies including:
  - Development of long and short range planning and budget recommendations for both internal and external purposes.
  - Develops, implements, and monitors primary medical and dental care and other health programs and assists in developing the resources needed to accomplish the mission of the organization
  - Analyzes patient flow problems and assists in instituting solutions
  - Addresses and resolves patient-related issues (such as complaints, customer service, etc.)
  - Adheres to, reviews, and develops policies and procedures, making recommendations for improvements, updates, and/or changes to the Chief Executive Officer
  - Assist/facilitate grant application processes as it relates to assigned programs
  - Ensure that assigned programs obtain adequate funding through a variety of appropriate sources and manage programs within the guidelines of these funding sources and parameters of those budgets.
  - Data analysis and reporting based on needs of clinic

- Interacts and collaborates regularly with Primary Care Director to provide direction and oversight of effective schedules, efficient clinic work flow and patient flow, establishing and maintaining a cooperative relationship of trust with Providers
  - Assesses quality of and coordinates patient care services with patients, staff, and Providers
  - Oversight of Primary Care Health Programs billing and payment functions, in conjunction with Chief Financial Officer.
  - Collaborates with Chief Financial Officer in developing and monitoring the budget for areas of direct responsibility
  - Be cognizant of community needs and develop programs as guided by the mission and role of CAPWN.
6. **Agency Collaboration:** Work closely with Chief Executive Officer and CAPWN department directors in collaborating on health and human services activities within the policies established by the Board of Directors.
  7. **Community Collaboration:** Engage in community partnerships and collaborative efforts that increase and maintain program visibility.
  8. Other duties as assigned.

**Working Conditions:**

- Office 70%, 30% training, meetings, and community interaction.
- Work requires ability to meet tight timelines.
- Work in a fast-paced program with frequent interruptions and interactions.
- The noise level in the work environment is average.
- Some evening and week-end hours.
- Frequent out of town travel.

**Physical Requirements:**

- Ability to bend, stoop, squat, crouch, push and pull file drawers.
- Fine manipulation of hands for repetitive action.
- Operate office machines.
- Must regularly talk, hear and have close vision ability.
- Occasionally lifting and carrying up to 25 pounds.

**Minimum Qualifications:**

**Grade 9:**

1. Education and Experience:
  - a. Bachelor's degree in healthcare or business field, or related area; with 5 years supervisory experience; and 5 years' experience in community programs, non-profit, or related experience OR
  - b. Master's degree in healthcare or business field, or related area; with 2 years supervisory experience; and 2 years' experience in community programs, non-profit, or related experience
2. Age 21 or above.
3. Valid driver's license and good driving record and insured vehicle.
4. Experience with diverse cultures and educational backgrounds.

**Grade 10:**

1. Meet the minimum (1a OR 1b) qualifications above;
2. Two years' experience in managing grants, public health program, or related programs of similar focus and budget

**Grade 11:**

1. Meet the minimum qualifications above;
2. Four years' experience in managing grants, public health program, or related programs of similar focus and budget

**Grade 12:**

1. Meet the minimum qualifications above;
2. Greater than seven years' experience or specialized training.

Approved by Human Resource Director: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by Chief Executive Officer: \_\_\_\_\_ Date: \_\_\_\_\_