

# Director of Clinical Services

## Job Description

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**Job Title:** Director of Clinical Services

**Department:** Cliff Valley Clinic

**Reports to:** Executive Director

**Supervises:** Front Office Supervisor, Nursing Supervisor, OR Supervisor, Lab Supervisor, Community Care Case Manager, Clinic employees, contract professionals, and volunteers on site

**Position Category:** Full time/Non-exempt

**Salary:** \$72,000

**Position Description:** The Director of Clinical Services is accountable for the overall management of the Cliff Valley Clinic within an environmentally safe, fiscally responsible, supportive, and quality driven framework to accomplish the mission of the Feminist Women's Health Center. The Director of Clinical Services, in collaboration with the Executive Director, is tasked with championing, coaching, and supporting our people to reach their greatest potential in a way that delivers excellent results and allows each individual to be seen and supported in their entirety. We deeply believe in investing in our people, treating each other kindly, and creating space for everyone to be their best selves. We believe that if we can do these things, we will grow and improve our organization, deliver more and better results over time, and live out the values needed to create a more just and equitable world.

The Director of Clinical Services ensures that clinical program services and budgetary goals are accomplished and consistent with the organizational vision and strategic plan. They are responsible for assuring adequate orientation along with ongoing employee training and professional development in the clinic to ensure all workers have the support, guidance, skills, knowledge, and resources necessary to do their assigned job and embark on opportunities for growth. They will assume accountability for administering support services and reproductive health care programs within the legal and regulatory guidelines and standards for state licensure, insurance reimbursement, and Certificate of Need (CON) requirements. They will also prepare and plan adequately for state, federal and funding agency inspections. The Director of Clinical Services aids in articulating the vision for Cliff Valley Clinic and effectively manages the clinic leaders in satisfaction of that vision and their job descriptions. They will maintain oversight of clinic contracts and positive working relationships with referral sources, agencies providing emergency or adjunctive care, as well as coalition organizations and clinics. The Director of Clinical Services also collaborates with the leadership team in program evaluation, service delivery, and research and development while always maintaining or improving quality. The Director of Clinical Services models and drives our core values and the organization's trajectory in a way that builds trust, cohesion, and alignment between staff, leaders, teams and the organization's leadership.

**Essential Responsibilities:** This position is responsible for the following main areas. Other duties may be assigned.

**Strategize, plan, implement, evaluate, and manage the Clinic's service and employee activities to achieve the mission and goals of the FWHC.**

- Assures a feminist approach to healthcare is maintained and that a reproductive justice framework serves as guiding values for our services in balance with respect for diversity, expressive non-judgement, positive regard, and recognition of the changing needs/opinions among our patients.
- Balances championing the needs of clinic employees with understanding and advocates for the needs of other teams and the organization as a whole. Raises issues, concerns, observations, questions, and feedback to improve our work and strengthen the organization.

- Is a fair and open decision-maker, meaningfully involving staff in decision-making whenever possible.
- Meaningfully contributes to the stewarding of all-staff spaces through active and healthy engagement and shared leadership/ownership.
- Sets and communicates a strong vision, meaningful goals, and clear direction to all clinic staff and contractors, while embodying and modeling our organizational culture
- Ensures that staff deliver great results using effective day-to-day management practices, such as delegation, goal setting, performance management, coaching, etc.
- Provides regular, ongoing feedback to staff (outside of mid-year and annual reviews) by monitoring progress against goals on an ongoing basis and making course corrections as needed.
- Provides supportive and constructive direct feedback and education for clinic management and staff regarding creative strategies for maintenance of quality services, efficient clinic flow, patient care, and fiscal responsibility.
- Provides supportive leadership, mentoring, and team development training and assures training schedules are designed to meet special, individual needs as well as regulatory standards.
- Utilizes and oversees team members in the ongoing quality improvement process.
- Demonstrates adequate presence during scheduled services/clinics and community programming to evaluate client satisfaction, employee effectiveness and public relations activity. This includes assisting in opening / closing the center and being present on Saturdays.
- Works closely with the Medical Director and clinicians to define standards, follow / report complication rates, coordinate peer review, track clients needing follow up, communicate reportable diseases, and hold regular meetings for clinicians.
- Assures facility's physical environment and staff morale/demeanor provide a safe haven for and address the needs of folks- in crisis, fetal anomaly families, minors receiving judicial bypass, clients needing collection of DNA evidence, and non-English speakers- while fostering an atmosphere conducive to learning and growth.
- Monitors regular scheduling of contract professionals, clinic staff and client services. Maintains fair labor practices while assuring ongoing accessibility of services to all.
- Provides ongoing supervision of counselors, Medical Director and Nurse Practitioners.

**Maintain a supportive, interdependent, environmentally safe, fiscally responsible, reasonably secure and quality driven workplace.**

- Collaborates effectively with management team in planning, preparing, and administering an approved budget. Maintains operations within budgeted goals.
- Effectively manages client and employee concerns with consideration for quality service, public relations, legal implications, and community standards. Collaborates with E.D. and consultants as appropriate.
- Assures all administrative, employee, and client information is maintained as confidential within legal limits.
- Ensures all clinic employees have access to orientation and training adequate to perform job duties- including safety, medical emergency, fire, and natural disaster trainings. Ensures personnel files reflect this training.
- Completes an evaluation of each clinic program annually for accessibility, gender justice, LGBTQ friendliness, clinical quality, team effectiveness, efficiency, P&P accuracy, cost effectiveness, and relevance.
- Develops and implements effective action plans addressing concerns when program evaluation standards are not in compliance.

- With support of the Director of Quality Assurance and Compliance, utilizes Continuous Quality Improvement & Management strategies to provide skillful leadership. This includes regular Q-Care meetings, annual updates of Q-Care plan, and current documentation of quality monitoring methods, benchmarking, thresholds for compliance, creative problem identification and resolution and ongoing evaluation.
- With support of the Director of Quality Assurance and Compliance, assures clinic complies within OSHA safety standards, waste disposal guidelines, infection control standards, HIPPA guidelines, and has a clear plan for exposure incident response.
- With support from Operations Manager, reviews current information regarding security issues and reported incidents to maintain reasonable precautions and security awareness among staff.
- Maintains accurate and current information regarding standards of GYN health care and current trends by performing annual reviews of clinical and administrative policies, examining NAF and research protocols and consulting with the Medical Director. Assures all clinic services are maintained as sophisticated, socially just, advocacy-oriented, and accessible (financially and legally).

**Provide leadership and serve as a liaison for the staff while working with the health care community and assigned committees.**

- Maintains an awareness of clinical innovations and unmet needs in the community. Collaborates with CEAN to translate this awareness into grant proposals or a community action plan.
- Generates and interprets NextGen reports and monitors competitor's trends as an aid in predicting threats to income, and reports conclusions to Executive Director and Finance team.
- Works closely with the Executive Director to assure administrative coverage of clinic activity is always present.
- Participates actively in Board Strategic Planning and provides an avenue for staff input for the strategic planning process.
- Follows up on complaints from clients, colleagues, agencies, and referral sources. Quickly identifies viable concerns and potential problems. Mediates conflicts or brainstorms resolutions with team, as necessary. Reports process and outcomes to Executive Director.
- Identifies clinic volunteer and community service opportunities, including utilizing regular clinic internships, and contributes feedback to the Community Education and Advocacy Network (CEAN) team.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge, Skills and Other Abilities:**

- Minimum of a bachelor's degree, preferably in a health care related field, with at least two cumulative years of nonprofit, reproductive and sexual health, reproductive rights or justice advocacy, outpatient health care or organizational leadership experience.
- Ability to understand and translate the Center's mission into sound and creative management and clinical strategies.
- Must possess both enhanced communications (written/verbal) and teamwork skills to provide leadership both organizationally and in community collaborations.
- Excels at attention to detail with excellent team building skills, creative problem solving and organizational development.

- Offers a creative approach to problem solving with the ability to recruit, identify talents, and motivate others in order to maintain a cooperative and efficient work environment, reducing internal and external disturbances.
- Previous experience with managing a budget, providing reproductive health services (that include abortion), counseling, nursing and/or public relations preferred.
- Willingness to accommodate the flexible schedule often necessary to participate in local community events and meetings.
- Demonstrated commitment to reproductive health and compassionate abortion care, and a thorough understanding of reproductive justice.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is regularly required to stand, walk or move, and reach and grip items relatively far away. The employee must occasionally lift and/or move up to 25 lbs.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Depending on location, a combination of in-office and virtual office at this time. Must be able to participate in online virtual communications including email, video conferencing, and other online tools used to facilitate virtual office culture and work sharing.
- Must be able to conduct business in English; however, fluency in languages other than English is a plus.
- This role routinely uses standard office equipment such as computers, phones, and scanners. Employee is regularly required to communicate effectively via computer, via phone, and in person.
- The noise level in the work environment is usually moderate.

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This position, as with all roles at the Feminist Women’s Health Center, includes upholding the philosophy and mission of the organization by:

- Maintaining work performance consistent with the organization’s policies and procedures.
- Demonstrating an ability to work well with diverse groups of people.
- Maintaining a high degree of professional ethics to include confidentiality of all client, donor, volunteer, and employee information.
- Utilizing work time efficiently and with integrity.
- Contributing to self-development and professional growth by seeking opportunities to learn through journals, seminars or special programs, and sharing learning with others.
- Communicating effectively with the Director of People and Organizational Culture on the status of work in progress, including written status reports and staff meetings.
- Completing projects and work assignments as assigned by deadlines.

Position will be reviewed annually on adherence to and performance in job functions as outlined on an annual basis, and may be modified as a result. Director of Clinical Services will actively contribute to the development of this position and its function within the organization.

**Feminist Women’s Health Center is an equal opportunity employer.**

**Feminist Women’s Health Center (FWHC) Job Description Acknowledgement**

*I have received, reviewed and fully understand the job description for Director of Clinical Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein.*

**Employee Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_

**Supervisor Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_