



JOB DESCRIPTION

JOB TITLE: Director of Clinical Operations
REPORTS TO: Executive Director of Rolling Hills Clinics
DEPARTMENT: Medical
LOCATION: Rolling Hills Clinics
All Sites
STATUS: Full-Time, 40 hours per week, 100% FTE, Exempt

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

The Director of Clinical Operations is responsible for support and management of Rolling Hills Clinics Health Operations represented across all health center sites. In collaboration with other Leadership, supports complex, strategic programmatic planning, project implementation and improvement across all sites. Responsible for supervision, management and leadership of Medical support staff and Outreach/Patient Services for all day to day operations. Responsible for project management of clinical service initiatives, general day to day operations as it pertains to efforts to improve processes, workflows, maximize productivity and clinical outcomes. Responsible for participation and input into various Committees such as Infection, Prevention, Control and Safety Committee.

DUTIES & RESPONSIBILITIES:

1. Ensures a patient centered environment; prioritizing the needs of the patients and demonstrates the Rolling Hills Clinics Mission and Vision.
2. Provides leadership representation for service departments and leads staff to meet organizational goals and supports continuous improvement of services
3. Researches, evaluates, recommends, and implements or revises processes, workflows, services or techniques necessary to ensure quality and effectiveness of clinical services. Ability to recognize problems, collect data, and establish facts
4. First point of contact for Executive Director. Supports implementation of new clinical protocols, guidelines, procedures, and tests. Develops operational processes, workflows and trainings to support clinical work.
5. Assures all services operate consistent to the Rolling Hills Clinics model of care and that all services follow proper channels of communication to recommend system wide changes
6. Ensures adherence to clinical protocols, guidelines, policies and procedures
7. Ensures operational efficiency and flow by planning and scheduling work, schedules time with direct reports, meets deadlines, anticipates and provides for conditions likely to occur and develops trainings needed to support team
8. Maintains Rolling Hills Clinics model of care delivery and coordinates communication and collaboration between teams and services
9. Chairs multi-disciplinary meetings with staff at various levels, to include committees
10. Communicates effectively- must be able to effectively present information and respond to questions and requests from patients, co-workers, staff, upper administration and board members in a timely manner

11. Establishes and uses ways to measure progress and to evaluate results, takes necessary corrective action, responsible for knowing where work stands in relation to schedules and deadlines, and makes sure certain assignments are carried out
12. Responsible for following assignments through to completion and to meet commitments both independently and collaboratively. Will collaborate with different departments, teams, and staff to develop goals, introduce new services, training's, and systems
13. Originates new approaches to problems, makes the most of promising or new ideas, assumes active leadership in starting needed action
14. Builds positive relationships and establishes trust with all teams in Rolling Hills Clinics to influence, gain cooperation, and remain professional always
15. Ensures that professional and support staff meet and or exceed minimum outcome standards
16. Development of the operating health center budget and maintain fiscal control of the health center. Provides strong financial oversight by consistently monitoring expenses. Assures adherence to departmental budgets and administrative requirements of Finance department
17. Responsible for managing operational projects and drafting policy and procedures as needed. Responsible for ensuring successful audits by outside entities
18. Ensures annual staff competency evaluations and provides access to training as needed.
19. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including patients and themselves by following required Federal/State/RHC protective protocols, policies and guidelines.
20. Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
21. Other duties as assigned by Executive Director.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree in health administration or related field or minimum of five years progressive related experience; or equivalent combination of education and experience.
2. At least 3 to 5 years' experience managing multiple clinics or health centers.
3. Experience in project management and leadership.
4. Experience working with culturally diverse populations.
5. Computer and data entry skills required.
6. Must have strong analytical skills, organizational skills, ability to problem solve and to plan and delegate.
7. Strong skills in creating and implementing new workflows.
8. Current CPR certification required.
9. Excellent communication and written skills.
10. Ability to work independently and as part of a multi-disciplinary team.
11. Ability to work well under pressure analyzes and evaluates individual member's needs, reach sound conclusions and make appropriate recommendations.
12. Must be detail oriented and be able to multi-task effectively.
13. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures and protocols.
14. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.

IMPORTANT NOTE: Please be advised a post job offer, pre-employment Drug Testing, Physical Exam, Current immunizations, and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of client's patients receiving services at Rolling Hills Clinic.

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. The employee is occasionally required to stoop, lift, carry, push, pull or otherwise move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception.

WORK ENVIRONMENT

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. 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.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.