Clinic Director  
JOB DESCRIPTION

Who We Are. Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach, and through alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

Core Value Statements:

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one’s own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree’s mission in all of our interactions

Position Summary: The Clinic Director is responsible for supporting day to day clinic operations at Family Tree Clinic, and any off-site locations where we provide care. This includes overseeing the ongoing implementation and use of an Electronic Health Records system NextGen, ensuring efficient and effective clinic flow, providing support and back up to the nurse team (RNs and LPN) and medical assistants, managing the clinic schedule and addressing patient concerns and clinic operational issues day to day. The Clinic Director is a leadership position and plays a pivotal role in shaping, inspiring, and leading the agency’s mission to cultivate a healthy community through comprehensive sexual health care and education. This position reports to the Associate Executive Director, and works closely with the Clinical Practice Director, Consulting Medical Director, Front Desk Manager, Billing Manager and medical team and serves as a member of the leadership team. In conjunction with the leadership team, the position also contributes to the development and implementation of organizational strategies, policies and practices, and will interact with the Board of Directors and relevant board committees.

11/05/2019
Reports To: Associate Executive Director

Supervision Exercised: MA Managers, Care Coordinator Nurses, Front Desk Manager

Major Responsibilities

- Oversee daily clinic operations.
- Lead efforts to ensure efficient and effective clinic flow, including staffing ratios, clinic hours, and patient appointment length.
- Has supervisory authority over all staff who interface with patients. In conjunction with department directors, managers and supervisors, the Clinic Director can assist with all aspects of the employment cycle, including hiring and selection, orientation, training and development, feedback and coaching, performance management, compensation, employee relations, performance improvement and separations.
- Maximize clinic capacity, efficiency and revenue cycle.
- Oversee the development, implementation and enforcement of policies, procedures, operational systems, and other processes within the clinic.
- Ensure clinical operations meet standards for cultural competency.
- In conjunction with the Front Desk Manager, manage the clinic schedule in NextGen Practice Management including ensuring appropriate staffing ratios, patient load leveling and accurate provider schedules.
- Be a NextGen super user, with a comprehensive knowledge of all components of the system, and support clinic staff to effectively use NextGen Practice Management and Electronic Health Records.
- Lead the NextGen Core Team to address issues, ensure maximum utilization, and maintain a group of super users who serve as NextGen leaders for the team.
- Troubleshoot daily technology and EHR issues.
- Work closely with the Front Desk Manager and Billing Manager to ensure efficient and effective clinic flow and revenue cycle.
- Ensure staffing and effective day to day patient care including serving as a patient liaison as required.
- Stay informed on clinic best practices and current health information trends by participating in monthly repro health clinic managers group, reading health information and community health practice journals, attending seminars and conferences as funding and capacity allows, and displaying a proactive attitude and ability to resourcefully access outside expertise (MN State Board of Nursing, MDH, Ramsey County/Hennepin County Public Health, etc).
- Support a clinic environment and culture that is mission focused and aligned with our core values.

Detailed Responsibilities by Function

Operational

- Directly manage medical and clinic staff including: Front Desk Manager, Nurses, and MA Managers, including overseeing the entire employment cycle: hiring and selection, orientation, training and development, feedback and coaching, performance management, compensation, employee relations, performance improvement and separations.
- Ensure that all clinic performance evaluation tools are up to date and that evaluations occur annually (or more frequently if indicated) including patient experience surveys, wait time studies, etc).
- Work with the Clinical Practice Director and the Consulting Medical Director in the orientation, training, and evaluation processes for providers, including providing patient experience data and billing and coding information.

11/05/2019
Support billing office to ensure medical staff meet insurance credentialing requirements.

Ensure there is sufficient staff to provide quality services and comply with professional standards.

Respond to day to day clinic operations needs including addressing patient concerns and questions as relevant, supporting troubleshooting and clinic flow solutions in the moment, and developing systems and processes that minimize disruptions to patient care and clinic flow.

Implement effective processes and practices that support patient revenue budget goals, efficiency and productivity standards and overall clinic functioning as set by the Executive Director, Finance & HR Director and board of directors (i.e. no show and late policy, repeated no shows, reminder and follow up policies, scheduling and load leveling, walk-in appointment practice, etc).

Create and maintain provider schedules in NextGen.

Be a certified NextGen super user and support clinic staff to have a functional knowledge of NextGen, including coordinating with the NextGen consultant, training staff on the NextGen Success Community, tracking NextGen support tickets, assisting with timely NextGen troubleshooting, and serving as the lead for system upgrades.

Lead and convene the Core Team work group to ensure that appropriate functional knowledge of NextGen exists across clinical areas, and that improvements, upgrades, troubleshooting and overall utilization is effective and functional for all areas of the clinic.

Support attestation of providers for Meaningful Use.

Compliance & Safety:

- In conjunction with the Finance & HR Director ensure compliance with legislation and regulations related to health care clinics (HIPAA, OSHA, CLIA, etc.).
- Maintain current knowledge of professional licensing and scope of practice requirements for clinical staff, ensuring that staff maintain required licenses and credentials.
- Provide leadership and follow up with regard to incidents, errors, and other patient service issues as needed.
- Oversee appropriate actions related to safety and emergency preparedness.
- Act as agency HIPAA Officer, including annual and new employee HIPAA training, stay up to date on HIPAA compliance requirements and update policy and practices as needed.
- With the Consulting Medical Director and Clinical Practice Director support implementation of clinical policies and protocols, and documentation of clinic processes.
- Support compliance with all state and federal laws related to clinical operation.

Customer/Patient Service

- Receive and communicate information about new policies and protocols, updates in client services or current health information and trends.
- Provide customer service support to patients and others as needed.
- Stay informed on clinic best practices.
- Ensure clinic is accessible for all patients.
- Contact patients and provide leadership and follow up with regard to incidents, errors, and other patient service issues as needed.
- Assess and incorporate opportunities for improvement resulting from program evaluation, community assessments and patient satisfaction surveys.
JOB QUALIFICATIONS

Education and Experience
Bachelor’s degree in public health, human services, health administration, business administration, nonprofit administration, nursing or other related fields with at least 2 years of nonprofit or community health management experience and/or a minimum of five (5) years clinic or health care experience, preferably within a community based, non-profit health clinic.

Skills, Knowledge and Abilities
- Excellent verbal and written communication skills.
- Ability to communicate clearly, compassionately, directly and openly.
- Strong people management and team work skills to effectively work through conflict, lead change and motivate employees.
- Strong organizational skills and ability to manage multiple projects, coordinate schedules and handle the details.
- Experience with Electronic Health Records (preferably NextGen).
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression.
- Ability to work independently utilizing a high degree of problem-solving skills.
- Strong computer and software skills.
- Ability to work in a team setting.
- Reproductive health care, family planning and/or adolescent health care experience preferred.
- Ability to maintain client confidentiality.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, nationality, immigration status, and religion.
- Ability to think strategically about the organization, its mission, and operations.
- Knowledge of Federal, State and local regulatory requirements.
- Ability to work effectively with external agencies and vendors.
- Ability to deal effectively with complaints from patients and the general public.
- Ideally the candidate also has language skills in ASL, Spanish, Somali, Hmong or another language common in community health communities in the Twin Cities.

Typical Physical Demands and Working Conditions:
- Combination of clinic and office environment requiring use of office equipment, including computer.
- This position works during normal business hours and includes some evening and Saturday hours.
- The building is accessible and smoke-free.
- Able to perform the duties and responsibilities as outlined on this description.

Salary & Benefits: This is a full time, exempt, benefits eligible position. Salary range starts at $60,000.00 yearly and is commensurate with experience. Competitive benefits package includes paid holidays, vacation and sick, 2% employer matched 401k, medical and dental insurance, life insurance, and long-term disability insurance.

11/05/2019
To apply please email your cover letter and resume to Nathalie Crowley (she/her), Associate Executive Director, at ncrowley@familytreeclinic.org

Application Materials Received by November 25th will be given priority.

*Family Tree Clinic is committed to building and maintaining a diverse and representative staff of the communities we serve. People of color and LGBTQIA-identified individuals are strongly encouraged to apply. Family Tree is an equal opportunity employer.*