



## Clinic Director

### 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 developing 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 a key leadership role for the clinic department and is responsible for clinic operations at Family Tree. In this role they will help to redesign clinic operations and lead strategic process improvements. This includes ensuring efficient and effective clinic flow, hiring, supervision, and development of clinic managers and coordinators, oversight of the EHR, clinic schedule, clinic operations processes and policies, patient feedback processes, clinic budget management, implementation of the strategic plan as it relates to the clinic, and meeting the clinic drivers. The Clinic Director is a leadership position and plays a pivotal role in shaping, inspiring, and leading the agency's mission to cultivate a



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healthy community through comprehensive sexual health care and education. This position reports to the Associate Director and works closely with the Medical Director, Leadership Team, and Clinic staff. In conjunction with the leadership team, the position also contributes to the development and implementation of organizational strategies, policies, and practices.

### Essential Duties

- Lead effective clinic operations including clinic flow, meeting clinic drivers, and compliance.
- Supervise and coach clinic managers and leads to ensure quality care and effective clinic operations.
- Co-Lead with the Medical Director, the vision, services, and staffing that supports the model of care Family Tree has an exceptional reputation for delivering.
- Build and sustain effective systems and processes that support our clinic staff, patient experience, and operations including oversight of the EHR, patient portal, and coding as it relates to billing.
- Build and sustain effective staffing systems and structure that support retention of a high performing team including hiring, onboarding, clinic staff structure, ongoing training and cross-functional training.
- Manage and oversee the clinic budget in partnership with the Finance Director.
- Oversee the development, implementation, and enforcement of policies, procedures, operational systems within the clinic.
- Oversight of 340B, pharmacy partnerships, vaccines and pharmaceutical inventory.
- Oversight of the clinic schedule in partnership with the Clinic Assistant Manager to ensure provider hours and patient visits are maximized.
- Responsible for data collection and reporting as it relates to the clinic.
- Lead strategic planning initiatives as it relates to the clinic.

### Collaborative responsibilities:

- Partner with the leadership team on the vision, direction, and strategies for Family Tree Clinic.
- Participate in organizational development practices.
- Partner with the leadership team and managers on fostering a healthy staff culture.
- Partner with IT, consultants, and contractors to implement effective systems and staff development that supports clinic operations.
- Partner with Clinic Managers on team meetings, facilitation of clinic meetings, clinic staff training, and clinic safety protocols.

### Supervisory Responsibilities:

- Has supervisory authority over all staff who interface with patients in partnership with the Medical Director. In conjunction with department directors, managers, and supervisors, the Clinic Director can assist with all aspects of the employment cycle, including hiring and



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selection, orientation, training and development, feedback and coaching, performance management, and performance improvement.

The Clinic Director directly supervises:

1. Clinic Assistant Manager
2. Medical Assistant Manager
3. Patient Resources Coordinator
4. Lab Coordinator
5. Prior Authorization Specialist

**Hours:** This is a full-time (40 hrs/week), salaried, exempt position. In this clinic supervision role presence in the clinic and consistent attendance for clinic supervisor shifts are required. This is not a hybrid or remote position.

**Supervisor:** Associate Director

### Typical Working Conditions:

The position requires independent mobility, full range of body motion, manual and finger dexterity, legible writing skills and hand-eye coordination. Involves sitting, standing walking and occasional lifting. Combination of clinic and office environment. Requires exposure to blood and bodily fluids and hazards common to clinical and educational environments including potential exposure to communicable diseases.

### Additional Duties (not a complete list):

- Perform additional tasks and responsibilities as assigned

### Qualifications

#### Required:

- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression is required.
- Bachelor's degree in public health, human services, health administration, business administration, nonprofit administration, nursing, or other related fields with at least two (2) years of experience in ambulatory operations, nursing leadership, supervisory or managerial role within a relevant clinical setting. Experience should include management of personnel, staff scheduling, provider relations, and management of supervisory positions in a medical clinic. **Or** a minimum of five (5) years of experience in ambulatory operations, nursing leadership, supervisory or managerial role within a relevant clinical setting.



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- Experience with Electronic Health Records (preferably NextGen)
- Ability to communicate clearly, compassionately, directly and openly in written and verbal formats with both patients and staff is required.
- Strong people management and teamwork skills to effectively work through conflict, lead change, and motivate employees are required.
- Experience writing processes and implementing procedures.
- Strong project management skills.
- Strong organizational skills and ability to manage multiple projects, coordinate schedules and work effectively with external agencies and vendors are required.
- Strong computer and software skills are required.
- Knowledge of Federal, State, local regulatory requirements, and compliance is required.
- Expertise with HIPPA regulations and OSHA safety compliance.
- 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 is required.

### Preferred:

- Experience with LGBTQ inclusive health care, reproductive & sexual health care, family planning, and/or adolescent health care experience is preferred.
- Experience working in non-profit health clinics preferred.
- Language skills in ASL, Spanish, Somali, Hmong, or another language common in the Twin Cities are preferred.

**Salary & Benefits:** Starting hourly wage is \$45 per hour or higher, based on experience and qualifications beyond what is required in the job description. This is a benefits-eligible position consisting of 11 paid holidays, 15 paid vacation days and 15 paid sick days to start (paid time off increases after one year), 2 paid personal days; medical, dental, vision, life, and long-term disability insurances; a 401k with employer matched contributions. With all benefits included, the total effective compensation package may be valued upwards of \$55 per hour. This figure represents the combined value of wages and benefits if maximum benefits are selected. It is not the hourly base wage.

**To Apply:** Please send a cover letter and resume to Annie Van Avery at [avanavery@familytreeclinic.org](mailto:avanavery@familytreeclinic.org)