



Cow Creek Government Office

Position Description

Position Title: Clinic Director

Department: CCH&WC

Reports To: Health Operation Officer

FLSA Designation: Exempt

POSITION PURPOSE: The Director will be responsible for overseeing clinic operations including: healthcare provider and administrative management staff supervision, financials, quality improvement and continuity of clinic operations.

ESSENTIAL FUNCTIONS:

- Oversight of Primary Healthcare Providers, Behavioral Health, and all CCH&WC Clinical Administrative staff. Provide direction, mentoring, and supervision to such leadership staff so as to assure the leadership staff executes effective supervision of all staff under their role as evidenced by a standard criteria for all leadership staff to follow and to be evaluated.
- Quality Assurance Program including infection control, safety, peer reviews and aspects of the Quality Improvement Program. Working collaboratively with medical teams and other tribal government and business programs.
 - Ensure a work environment promoting employee safety at all times including workplace safety guidelines are followed for staff and vendors. Responsible for meeting healthcare regulatory requirements to include risk management, infection control, and customer safety.
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- Participates in the development, implementation and evaluation of the CCHWC Strategic Plan. Hold regular annual planning meetings for administrative staff as needed.
- Develops and adheres to Tribal operational policies and procedures.
- Evaluates and monitors key performance dashboards and development of designs and executes actions to improve dashboard metrics.
- Identifies grant opportunities and assists in the preparation of grant applications.
- Achieves and maintains operations that meet accreditation that may include, AAAHC, ACHC, or equivalent and recognized standards.
- Champions the implementation of integrated care through proven and innovated care models and best practices.
- Assist the Chief Health Officer and tribal leadership in ensuring the Tribe's representation at essential local, state, and federal health & wellness program meetings and activities are appropriately assigned. Follow-up notes and a full report back to management is maintained for consistency of representation.
- Responsible for internal and external customer service, quality assurance, and process for resolution of concerns, complaints and grievances in a timely manner.

- Communicates to staff Tribal updates, events, and activities as well as routine clinical updates for continuity of operations.
- Work closely with Chief Health Officer, Human Resources, other tribal Governmental Departments/Programs, Health Advisory Committee and Tribal Board of Directors per tribal administration request.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

- Align with Tribal history, governance structure, subsistence, Tribal enrollment, and cultural heritage, as well as factors impacting sovereignty and self-governance.
- Solid working knowledge of budgeting and grants management.
- Solid working knowledge of health accreditation standards and implementation.
- Knowledge of primary care, behavioral health operations, service delivery, and an integrated model of care.
- Knowledge of healthcare regulatory requirements, risk management, and privacy compliance.
- Knowledge of change management techniques.
- Excellent interpersonal, communications, public speaking, and presentation skills.

QUALIFICATION STANDARDS:

- Bachelor's Degree or higher, required.
- Two to four years of supervisory experience in area of healthcare management, required.
- Healthcare business, clinical licensure/certification and/or degree, required