



### Position Description

**Position Title:** Clinical Director  
**Department:** Medical  
**Reports To:** Chief Operations Officer  
**Status:** Exempt

### Summary

In our Certified Patient Centered Medical Home (PCMH) practice, work with our multidisciplinary team to evaluate, support and oversee clinical operations of patient care activity including but not limited to primary medical care, population health, clinical quality improvement, school nursing and other support services. In partnership with Medical Director, provide leadership quality improvement activities throughout, and on behalf of, the organization. Serves as a link between providers, other staff, the Board of Directors, various departments, and organizations.

### Duties & Responsibilities

- Conduct and assist in annual training at the department level including skills assessments, emergency scenarios, drills and organizational procedures or protocols
- Maintain a system for policies and procedures that are in compliance with state and federal regulations; assures compliance with such policies including HRSA review
- Hire, supervise and evaluate staff
- Work in conjunction with the Chief Medical Officer to assist in the job management and strategic direction planning for the Health and Wellness department
- Conduct department staff meetings and quality improvement meetings
- Monitor work productivity and quality to ensure compliance with standard operating procedures
- Synthesize performance data, identifying opportunities for improvement of quality, safety, effectiveness, and efficiently, and present findings to appropriate departments, partners, and Board of Directors
- Lead and participate in discussions on quality improvement scorecard measures with all departments to ensure forward momentum in achieving and maintaining quality goals for the Health Center.
- Provide staff support to the Board Quality Improvement Committee.
- Serve as organization representative, attending meetings and conferences, with external quality initiatives as identified
- In collaboration with medical team, assist with Patient Centered Medical Home certification, and other internal collaborations.
- Be a resource to HR department for employee health and OSHA coordination
- Maintain current knowledge base in best practice and review evidence-based literature involving health and wellness/prevention, acute care, and chronic disease management.
- Oversee school nursing staff and program
- Partner with health education directly
- Outreach directly with public health for outreach, cooperative activities and other events/programming
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Other duties as assigned

## **Qualifications**

The individual must possess excellent understanding of prevailing standards of medical practice, population health, and the ability to constructively participate in clinical quality improvement. They must establish and maintain effective working relationships with patients, employees, outside health center providers and the public. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness, and reliability of work performed are essential. The individual must have a valid driver's license, be insurable and provide own transportation.

## **Education and/or Experience**

BSN required with 3-5 years in nursing practice. Supervisory experience required. Related experience in clinical quality and or school nursing preferred. Possess an active WI Nursing license.

## **Communication Skills**

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

## **Computer Skills**

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system.

## **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 may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

## **Work Environment**

Work is performed largely indoors and most days are spent working directly with patients. Work hours are 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date