

Job Description

Friends of Family Health Center

Director of Clinic Operations

Position Purpose:

The Friends of Children Health Center (FOC) Director of Clinic Operations must consistently demonstrate leadership in complex management program planning, staff development and working with collaborative partners. The Director of Clinic Operations provides daily oversight and coordination of staff, operations and programming of the FOC. The Director of Clinic Operations also participates in IHA activities as they relate to the FOC and the company as a whole.

Reporting Relationship

This position reports to the CEO.

Key Responsibilities

- Responsible for the onsite management of the FOC.
- Develops, manages and monitors the budget for the FOC including both the dental and medical practices.
- Participates in identifying and writing grants to increase and sustain services at the FOC.
- Market, develop and expand programs and services at FOC.
- Develop and evaluate contracting and financial opportunities including health plans and IPAs.
- Identifies additional services that can contribute to the overall health of our clients and patients.
- Builds collaborations through partnerships and outreach activities.
- Identifies and implements opportunities to increase productivity and effectively of the operations of the FOC.
- Orients, schedules and evaluates staff of the FOC.
- Maintains a positive and active forum with the community.
- Gathers, enters and evaluates data, reports and requests for information
- Monitors utilization of services.
- Oversees the Billing Department
- Participates in case management meetings and all other meetings as appropriate or assures representation of the FOC.
- Maintains records according to requirements.
- Communicates effectively to all staff, funders and partner agencies.
- Supervises staff of FOC.

- Participates in IHA's activities such as the Health Literacy Conference, health fairs, etc.

Demonstrated Skills and Abilities

- Proficient in MS office
- Excellent writer and oral communicator
- Able to multitask
- Creative in problem-solving
- Organizational and managerial skills
- Ability to manage a medium size medical/dental clinic
- Able to teach small to large groups
- Ability to plan, organize and manage large projects
- Ability to work with diverse populations
- Ability to work independently with general guidelines

Requirements

- Bachelor's degree or higher preferred.
- 3 – 5 years experience in medical office management
- Bilingual in Spanish or has working knowledge of Spanish preferred
- Not-for-profit experience