COMMUNITY ACTION OF LARAMIE COUNTY JOB DESCRIPTION

Job Title: Clinical Project Director
Reports To: Chief Executive Officer (CEO)
Type of Position: 40 Hours/week
Full-time, Exempt

GENERAL DESCRIPTION

Community Action of Laramie County Crossroads Healthcare for the Homeless (Crossroads) Project Director directs, organizes, develops, and evaluates all service delivery activities and daily clinical administration operations. The Project Director is responsible for developing, implementing, and overseeing Crossroads’ operational systems, processes, workflows, policies, and procedures. This leadership position is responsible for establishing and supervising supply procurement, building maintenance, working with the CFO to enhance patient financial services, billing, and coding, as well as front desk effectiveness and vendor relationships. The Project Director is active and leads by example to motivate staff and deliver measurable, accountable, cost-effective results that further the organization’s mission.

JOB RESPONSIBILITIES

The following information is intended to be representative of the essential functions performed by personnel in this position and is not intended to be all-inclusive. The omission of a specific task or function will not preclude it from the duties of this position if the work is similar, related, or a logical extension of the job. Other duties may be assigned.

Leadership Functions
- Will be part of the C-Suite of Community Action of Laramie County.
- Cultivate a strong culture focused on service excellence and teamwork by providing a day-to-day leadership presence and engaging in an “open-door” policy among all staff.
- Works closely with CEO, including weekly 1:1 meetings.
- Provide direction for the standardization of processes and outcomes across service lines.
- Work with leadership in developing or changing support services.
- Encourage staff to communicate and report incidents in a timely fashion.
- Supervise clinical and other support service managers (Front Office Manager, Clinic Manager, etc.)
- Provide project management and oversight for business and strategic initiatives.
- Maintain and develop relationships with external organizations essential to clinic operations. Manage vendor relationships.
- Facilitate in conflict resolution with staff and patients as needed.
- Teach and coach staff with patience and clarity.
- Partner with the Clinical Officer to ensure high-quality primary and preventive healthcare services.
- Attend required internal meetings, training, and events.

Technical Functions
- Read/write and understand complex budgets, which include grant money sources.
- Assess and evaluate clinic roles to ensure the team works to its full scope. Provide role clarity and develop career pathways in partnership with Human Resources.
- Maintain and oversee the Quality Management Plan, including preparing and submitting monthly reports to the board of directors and committees.
- Develop, implement, and evaluate policies and procedures by standardizing services that assure quality and safety for both patients and staff.
- Identify, organize, and direct training and educational material for clinic staff.
- Based on projected enrollment rates, patient visits, and provider productivity, monitor the effect of growth on the facility’s existing space plan, and oversee facility expansion, improvement projects, and major repairs or maintenance projects as required.
• Understand health care finances, grants, and contracts.
• In collaboration with the CFO, participate in developing and preparing the clinic budget based on organizational strategic goals and objectives.
• Work closely with the Grants Managers to meet clinic grant deliverables by supporting/enforcing applicable requirements and reliable data.
• Responsible for operational functions to streamline and improve workflow efficiencies where needed, such as patient demographic data collection and integrity, patient flow, and patient scheduling.

Compliance Functions
• Comprehends and continuously learns Health Resources & Administration (HRSA) requirements and compliances for Federal Qualified Healthcare Centers for the Homeless.
• Attends and prepares reports for monthly committee and board meetings.
• Support the Clinical Officer as the Risk Officer in identifying and mitigating risks.
• Participate in collaboration to improve primary care and behavioral health workflows. Participate in regular quality and process improvement meetings with the CEO to ensure business efficiencies and compliance.
• Promote change to align organization workflows with achieving strategic goals and growth.
• Ensure day-to-day compliance with HIPAA and OSHA.
• Work with CEO/CFO on staffing models to ensure the clinic is appropriately staffed based on patient volumes.
• Work closely with the Leadership team to ensure health center compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies, including the requirement cores as prescribed by HRSA.
• Ensure staff training and monitor organizational compliance related to the enrollment process of Medicaid, Medicare, Primary Care Fund, federal sliding scale fee discounts, and any services delivered under contractual relations with outside agencies.

EDUCATION / SKILLS REQUIREMENTS

Include education requirements and skills needed to complete job functions.
• Two years of leadership preferred
• Bachelor's degree is required in Healthcare Administration or Business Administration; a master’s degree in Healthcare Administration is preferred.
• Minimum of 2 years experience in clinical healthcare operations or administration preferred; FQHC experience strongly preferred.
• Grant writing.
• Ability to speak, read and write Spanish is a plus but not required.

PHYSICAL & ENVIRONMENTAL REQUIREMENTS

Reasonable Accommodations Can Be Made For Persons With Disabilities
• The environmental work characteristics described here represent what an employee typically encounters while performing the essential functions of this position.
  o May regularly sit for up to two (2) hours.
  o Use hands and fingers for various grip, carry, and assessment purposes.
  o It may be required to reach with both hands and arms.
  o May be required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl.
• Must be able to work in a moderate noise level environment.
• Must be able to tolerate an air-conditioned environment with fluorescent lighting.
• Be able to lift or move up to 25 pounds occasionally.
• Be able to stand for long periods occasionally.
• Be able to effectively hear, understand and communicate in varied settings, both orally and in writing.
• Build rapport, collaborate, and effectively work with coworkers, volunteers, patients, and external contacts.
• High ethical standards and an appropriate professional demeanor.
• High proficiency in computer skills (particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPIC use.
• Work independently and organize work to ensure accuracy and efficiency.
• Demonstrate effective and sensitive responses to the needs and concerns of patients.
• Handle sensitive and confidential information ethically and responsibly.
• Knowledge of the core principles and practices of effective health center operations and administrative management.
• Ability to effectively manage, lead and supervise a multidisciplinary team.
• Knowledge of Crossroads Healthcare Clinic’s mission, vision, strategic direction, and policies to effectively communicate with staff and community partners.
• Strong analytical and problem-solving skills, with the ability to make well-thought-out decisions.
• Maintain a creative and positive approach to communication and problem-solving.
• Excellent customer service skills with a patient focus; strong conflict resolution skills.
• Strong organizational skills and very detail oriented.
• Knowledge of fiscal planning, budgeting, and reporting.
• Ability to analyze data, trends and conclude accurately based on findings and provide appropriate recommendations.
• Knowledge of relevant laws and public health regulations.
• Project management and process improvement skills.
• Experience leading teams and building a solid culture.
• Support the team’s mission and goals.
• Be logical and adaptable to changing environmental demands with a calm demeanor.
• Must possess the ability to prioritize tasks and develop practical solutions to plan and coordinate the delivery of services.
• Maintain client confidentiality in accordance with the policies of CALC and HIPAA mandates.
• Must submit to and pass a criminal background screening.
• Must have a valid state driver’s license and a clean driving history.
• Must maintain and possess at least vehicle liability insurance.
• Must be insurable through CALC’s insurance provider.
• Must have and maintain reliable transportation for job-related travel.
• Must be willing to travel within the county to fulfill job responsibilities.
• Must pass all drug and alcohol screening, including pre-employment testing and random drug screens, in accordance with CALC’s drug and alcohol-free environment policies.
• Must be willing to submit to yearly TB testing or provide medical exemption documentation.

CHIEF EXECUTIVE OFFICER APPROVAL

APPROVAL SIGNATURE

DATE

BOARD OF DIRECTORS APPROVAL

APPROVAL SIGNATURE

DATE