



Posting Date: February 28, 2019

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**HEALTH CENTER DIRECTOR**

**FULL-TIME**

**PROVINCETOWN /WELLFLEET**

**GENERAL SUMMARY**

In accordance with the mission and under the general direction of the Chief Operating Officer (COO), the Health Center Director organizes, directs and evaluates the health center's delivery of high quality, accessible patient care services. The Health Center Director works closely with the Director of Nursing, the site Medical Director, and other members of the management team to establish standards of service and manage day to day operations.

**ESSENTIAL JOB FUNCTIONS**

- Provides administrative oversight and direction to health center staff.
- Ensures appropriate provider and staff coverage is scheduled for patient demand.
- Establishes goals, objectives and performance standards for assigned departments. Monitors and evaluates departmental performance and takes corrective action as required.
- In conjunction with the COO, CMO, Director of Nursing and Site Medical Director, develops health center systems and procedures which are consistent with the Outer Cape Health mission and policies and overall regulatory standards.
- Assists in coordinating operations of the health center with those of other Outer Cape Health sites and programs, assuring consist standards of practice from site-to-site.
- Advocates on behalf of all assigned departments and seeks resolution of interdepartmental operating problems and conflicts as required.
- Develops operating, program and capital budgets for functional areas of responsibility. Monitors approved budgets to ensure that departments remain within approved levels. Completes variance reporting.
- In collaboration with other management staff coordinates, develops and implements quality assurance standards to ensure the delivery of quality patient care which meets all JCAHO, licensing and regulatory requirements.
- Assures compliance with all government and contract requirements for all Health Center services.
- Participates in the development of short- and long-term plans based on forecasts of clinical needs.
- Serves as a strong advocate for patient rights and assists in the investigation and resolution of patient complaints about clinic services.

- Participates in regular management meetings with other Health Center Directors. Holds regular meetings in health center to keep employees informed and invite participation in service improvement.
- Hires, orients, trains, disciplines and evaluates performance for assigned health center staff.
- Maintains knowledge of current trends and developments in the field to enhance professional expertise.
- Performs other related duties as required or assigned.

### **PREPARATION, KNOWLEDGE, SKILLS & ABILITIES**

- Position requires in-depth knowledge of health care management, preferably in a community health center or ambulatory health care setting.
- Must be patient-focused and have a commitment to high quality and accessible health care.
- Strong problem-solving, decision-making, interpersonal, communication, and performance management skills are essential.
- Excellent patient advocacy and physician relations skills are required. Must have the ability to affect and manage change and develop a team approach in a busy primary health care environment.
- Position requires a minimum of 3 years of supervisory or management experience in a busy health care setting. Five or more years of healthcare management experience preferred.
- Bachelor's degree is required. Master's degree in health care administration preferred.
- Computer skills required. Knowledge of MS Office and previous experience with an EMR strongly preferred.

### **SUPERVISORY RESPONSIBILITY**

- Supervises health center staff both directly and indirectly by working with other managers and supervisors

### **WORKING CONDITIONS/PHYSICAL DEMANDS**

- Normal business office environment.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.***

### **AAP/EEO STATEMENT**

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or

employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.