

Hope Healthcare Services

Job Description

Title: Director of Clinical Services

Reports to: Executive Director

Classification: Salary, Full-time

Summary

Hope Healthcare Services (Hope), a Christian ministry providing medical and dental services to individuals and families who do not have medical or dental insurance of any kind, is seeking a full-time Director of Clinical Services to oversee and coordinate the clinic operations.

Roles and Responsibilities

The Director of Clinical Services (DCS) is responsible for working with both staff and volunteers in the provision of medical and dental care services. The DCS will maintain the clinic organization and operational efficiency under the policies and procedures prescribed by the clinic ministry. The DCS will uphold Hope's vision, mission, and guiding principles. The Director of Clinical Services will report to Hope's Executive Director.

Specific Duties

Clinic

- Equip and manage clinical operations staff and volunteers to accomplish mission
- Assign, maintain, and adjust volunteer schedules after initial orientation
- Assist with data collection and reporting of patient visits, revenue and prescription totals
- Fill roles for patient care, administrative duties and/or spiritual care when needed
- Counsel and inform patients as appropriate
- Ensure delivery of ancillary services (labs, imaging, counseling, prescription medication, sleep studies)
- Oversee patient scheduling
- Assist with creation and updates of clinic policies
- Communicate with providers, partners, and patients in an accurate and timely fashion
- Create and maintain vendor relations for ancillary services
- Coordinate and oversee patient medication programs and sample supplies

Facility

- Manage sanitation protocols of medical, dental, and operational areas
- Oversee necessary sanitary testing of dental and medical equipment
- Schedule repairs and calibration of equipment per best practices and protocols
- Maintain inventory of necessary medical, dental, and operational supplies for clinic operations
- Ensure supplies are adequately stocked and organized
- Intake and organize donated supplies and equipment

Staffing

- Direct Supervision of Position(s): Clinical Services Assistant, Office and Clinic Assistant
- Assist Executive Director (ED) in hiring for operational staff
- Assist ED with marketing efforts as directed
- Assist ED and Board of Directors with Strategic Planning as appropriate
- Provide review of staff under DCS direction
- Provide guidance to operational staff/volunteers, including necessary protection from liabilities

Qualifications

- Licensed medical professional: Registered Nurse (RN) preferred, other Medical License/training (MA, LPN) will be considered
- Insurability (malpractice)
- Current Cardiopulmonary Resuscitation (CPR) Certificate
- Experience with electronic Medical Records (EMR)

- Full commitment and dedication to the mission statement of Hope Healthcare Services
- Full compliance with Hope Statement of Faith

Additional Requirements

- Work cooperatively with other employees to ensure Christ-centered mission
- Outstanding oral and written communication skills
- Proven experience in a professional environment
- Excellent software technology application skills
- **Ability to work flexible hours including some evenings (Hope is often closed Fridays.)**
- Ability to promote a cooperative team spirit among Hope paid staff, volunteers, partners, vendors, donors and clients

Note: This job description will change as needed to fulfill the mission of Hope Healthcare. The person assigned to this position will be notified. This description serves as a high level overview of the above position. Other duties will be assigned as business needs arise.

For an application, please email Executive Director John Mollaun at jpm@myhopehealth.org. Applications will be accepted until the position is filled.