



Clinic Services Division Administrator

Purpose

This position provides leadership, supervision, and management to 55+ full or part-time employees in the Division of Clinic Services at Southwest District Health (SWDH). The Clinic Administrator coordinates and establishes delivery of essential public health clinic services including Integrated Clinic Services (primary care, immunizations, reproductive health, nutrition and diabetes education, and behavioral health), Maternal and Child Health Care (WIC, oral health, Nurse Family Partnership and Parents as Teachers home visiting programs, and breast feeding and peer counselor consultation), and Office Services (scheduling, check-in/check-out, insurance verification and authorization, medical billing, insurance agreements and contracts, and data collection for performance monitoring) for the six-counties (Adams, Canyon, Gem, Owyhee, Payette, and Washington Counties) served by SWDH. This position oversees clinic operations and is in charge of administration, client and patient relations, and fiscal management.

Administration - Typical responsibilities - 50%

The clinic administrator sets the vision for the Division with input and direction from the District Director and Board of Health. The position is expected to contribute to the organization's strategic planning process, establish and monitor performance metrics, develop and maintain division-level policies and procedures to assure compliance with state and federal laws and regulations, ensure quality care is provided, and maintain inter-agency consistency. Moreover, the clinic administrator ensures effective communication among Division staff and across divisions. The clinic administrator is an investigator and problem-solver, and ensures staff have the direction, tools, and resources to complete Division objectives.

Primary duties include:

- Developing and managing service lines and programs
- Ensuring optimal patient/client care
- Hiring, orienting, and supervising top talent, and addressing employee performance concerns

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- Ensuring team has the training, tools, and resources needed for success
- Communicating across the organization and with community partners.
- Inspiring others to achieve goals
- Writing, updating, and enforcing Division policies and procedures
- Leading continuous quality improvement projects
- Ensuring consistency and compliance with state laws and regulations, policies, and contracts and sub-grants
- Maintaining an understanding of the healthcare environment and aligns with future direction
- Aligning services to meet healthcare needs and access gaps across the district among vulnerable population groups
- Representing the District on internal and external committees, workgroups, boards, etc.
- Collaborating with the public information officer on social marketing and promotional activities
- Collaborating with educational institutions to provide learning opportunities from a variety of health domains through preceptorships, residency, internships, job shadowing, and special projects
- Periodically serving as acting District Director

Client and Patient Relations - Typical responsibilities - 15%

The clinic administrator proactively monitors and seeks input from internal and external partners and subject matter experts across the six-county region when developing strategies to address healthcare (including physical, behavioral, and oral health) disparities, needs, and gaps. Using a human-centered design approach, the clinic administrator develops new and innovative initiatives with community partners and consumers to improve health outcomes.

Primary duties include:

- Ensuring a positive, professional, and helpful experience for all clients and patients of SWDH
- Maintaining a pulse on current and anticipated healthcare needs of the community
- Seeking health solutions that are upstream and focused on primary prevention
- Including input from clients and patients to ensure services are tailored to meet their needs and reduce barriers to access (e.g., financial, cultural, linguistic, transportation, scheduling, etc.)
- Developing efficient systems for care coordination and client and patient

engagement

- Responding to and addressing client and patient complaints
- Ensuring communications, including educational information, are culturally and linguistically appropriate and effective for the target audience

Budget Development and Monitoring - Typical responsibilities - 35%

The clinic administrator is responsible for the development and monitoring of an ongoing annual Division budget of approximately \$3,000,000.

Primary duties include:

- Monitoring revenues and expenditures, and performing periodic audits, cost assessments, and analyses
- Negotiating third-party payer contracts, other contracts, grants, and state sub-grants
- Preparing cost and revenue projections
- Calculating needs for capital improvements and medical equipment
- When necessary, making adjustments to remain within budget
- Managing pharmacy costs and inventory with limited waste
- Establishing fee schedules

Job Specifications

1. Education: Bachelor's degree in health administration, business, or other related field or related work experience that meets the qualifications of the position. Completion or nearing completion of a master's degree in public health, health administration, or related field.

2. Experience: 5+ years in public health, healthcare, business management or a combination of these areas

3. Licensure and/or Certification Required: N/A

4. Knowledge, Skills, and Abilities

- Excellent oral and written communication skills
- A true team player
- Knowledge of industry standards and ability to plan for and implement changes.
- Hiring, training, motivating, and mentoring staff
- Problem-solving skills
- Strategic planning, business knowledge, and management acumen
- Knowledge of healthcare laws and regulations and third-party payer coverage and requirements

- Understanding of medicine and patient care with a holistic view of improving care
- Ability to gather and interpret data for decision-making
- Ability to organize and prioritize
- Understanding of expenses associated with operating clinics and the factors that influence the organization's financial position
- Ability to read and interpret financial records and reports, and develop and implement accounting processes
- Ability to devise quality assurance standards and build a culture of accountability

5. Behavioral Competencies:

- Articulates issues or problems from a broader organizational/mission perspective
- Takes an active role in identifying new opportunities, assessing the risks involved and comparing these to the potential advantages of taking action
- Empowers others in an intentional manner that accepts the risk of mistakes while focusing on the benefits; allows others to find their way, yet helps when needed
- Ensures employees understand their level of accountability, including what they are responsible to deliver and are expected to undertake
- Demonstrates commitment, loyalty and appreciation for the organization
- Willingness to take calculated risks. Recognizes situations of "sunk costs" and the necessity to shift focus
- Leads inspirationally, nurtures commitment to organization's vision and shared values
- Facilitates holistic thinking/problem solving and integrates efforts/results
- Tactfully mitigate conflict and performance development issues in a demeanor that promotes behavioral change
- Accurate judgment of issues to expend energy to. Able to quickly shift focus