

JOB DESCRIPTION – South Texas Family Planning & Health Corporation

Come work for the BEST non-profit agency in Texas! Seeking only those who truly want to commit, give 100%, and work with the most compassionate and talented clinical team in Texas!

POSITION TITLE: CLINIC SERVICES DIRECTOR (TEXAS - MD, DO, PA, or APRN)

REPORTS TO: Medical Director, Asst. Medical Director, and Executive Director

TYPE OF POSITION: Full-Time. We can be flexible so long as long as you are too.

GENERAL DESCRIPTION:

The Clinic Services Director is housed at the Administrative Office in Corpus Christi, Texas performing administrative duties such as policy-procedure-protocol-standard development, evaluation of medical and clinical staff, provides medical orders/referrals for patient care, serves as a back-up clinician when others are out or on vacation and to maintain skills, communicates with staff at all levels via phone-email-text-in person, performs walk-arounds and management observations at clinics/service sites, conducts-develops-assists-organizes training of licensed and unlicensed staff, acts as the community liaison for medical care, meets with and helps to secure lab/medical service contracts, reviews medical records, handles lab results, works with E.H.R./Practice Management contact(s) to improve functions/resolve problems, serves as part of the team of directors in many capacities, participates in health fairs, helps maintain medical quality-contractual compliance-high clinical services/standards, helps to attract and retain highly qualified people for STFPHC, plans-organizes-hosts in-services/ trainings/conferences/ meetings, handles conflicts/site emergencies/issues as they arise, updates medical policies at least annually, keeps up-to-date with new guidelines/changes as they arise, etc.

While doing client medical services, this individual will provide medical exams, handle patient problems, treat and diagnose patients (males and females of all ages that are eligible for services), assist other directors as requested, follow agency protocols, procedures, and federal/state program rules-regulations-guidelines. The CSD MUST be able to work in a fast paced environment, be medically decisive and confident in all decisions, be experienced with family planning/women's health/STI's/early treatment of diabetes/hypertension/cholesterol and other acute/chronic conditions, be efficient in the exam room, be confident and swift in utilizing EHR system/Practice Management System, utilize an "assistant" in the exam room, act professionally and courteously at all times. This individual must have a great bedside manner to ensure clients return for services and the person chosen must be able to get along well with others.

The CSD must buy into the agency mission/vision/and help to accomplish contractual objectives for all grants and contracts. The person in this position must be organized, motivated, self-monitoring, able to multi-task, know how to prioritize, have great communication skills, and strive to not just identify problems/issues but also to offer internal solutions and ideas with the mindset of continuous service improvement.

EXPECTATIONS/DUTIES/RESPONSIBILITIES:

1. Provides Health History Review, Physical Exams, Wellness Exams, Sports and School Physicals, Targeted and Problem Exams to all adolescents, men, women, and all persons requesting such or that need such. Reviews patient records to assess, diagnose, and treat clients as needed. Documents medical records in E.H.R. system both quickly, accurately, and completely, according to STFPHC procedures, funding sources, standards, protocols, etc.
2. Prescribes patient treatment, including client requested methods of **any FDA approved birth control / contraceptive methods, early treatment and refills of diabetes/hypertension/cholesterol, STI's, and other acute conditions without bias or personal judgment to compliment client's reproductive life plan and overall health.** Will insert and remove contraceptive IUD's and Implants along with any new and emerging methods of FDA approved birth control that come into the market. Must be willing and able to orders contraceptive methods/birth control & medical prescriptions for drugs as required by the agency and follows *Quality Family Planning Standards* and other *nationally recognized standards of care* for screening, assessing, diagnosing, follow-ups, and treatment. Complies with Agency protocols and standards, grant funder guidelines-rules-regulations, nationally recognized standards of care, etc.
3. Tests and Diagnoses for pregnancy, diabetes, hypertension, STI's, cholesterol, and many other acute and/or chronic illnesses through lab results, clinical judgement, and/or clinical experience.

4. Orders referrals and follow-ups and utilizes all agency programs and exercises “in-reach” by referring patients for any and all programs offered by STFPHC.
5. Assumes responsibility for various day-to-day medical patient services provided by the agency either through delegation or direct provision when on-site.
6. Works as a team with the clinic staff and the Clinic Coordinator. The Clinic Coordinator is the contact person if problems/concerns/issues arise at the clinic which require attention.
7. Reviews all problem records, reviews, evaluates, and addresses lab results, orders treatments/referrals/follow-up actions based on lab results/exam, serves as on the Quality Assurance System QA/QI (internal compliance) as requested.
8. Travels to any STFPHC clinic site/service site as requested/necessary to provide clinic sessions or conduct CSD monitoring activities, and works with Medical Director and Asst. Medical Director to ensure quality assurance activities are performed by deadlines. Travel time to and from the CSD/Clinician’s work home is reimbursed along with mileage to and from the site based on agency Travel Policies.
9. Works with the clinic sites schedule to perform services at STFPHC for clients that are convenient for the patient population being served. Accepts and examines/treats walk-ins, patient with appointments, and all clients even if they come in late or at the last minute, while at the clinic site, especially for priority populations like teens.
10. Orders education/patient counseling, referrals and follow-ups to CHW’s to follow during post exam counseling. Accepts phone calls and provides phone orders to the clinic coordinators/clinic staff as needed during the sites operational hours.
12. Performs concise patient education and counseling for diabetes, cholesterol, hypertension or other primary medical conditions that are being treated/referred.
14. Evaluates and observes clinical staff as necessary or no less than annually.
15. Works quickly and accurately to ensure volume of patients and clinic flow are smooth and constant with average times spent in exam room. Must use or create efficient systems in the exam room so the next clients are not waiting longer than necessary.
16. Helps train new staff to properly assist in the exam room and helps to train new clinicians as they come into the agency on E.H.R., exam room expectations, agency services, etc. Provides input & in-service for staff development/training. Attends annual conferences and staff meetings/trainings/mandatory meetings when requested. Time for attendance at conferences/meetings/trainings is reimbursed.
17. Follows programmatic guidelines, standards, and rules & regulations for Family Planning Clinics, Primary Health Care, STI’s, Women’s Health, Diabetes, Hypertension, Cholesterol, and **must help the client to the best extent possible that day by prescribing to the highest level their licensure allows.**
18. Respects and guards the confidentiality of all client information and organizational information, follows HIPAA regulations, understand and knows agency’s fraud & abuse policies, non-coercion, and conflict of interest policies and completes those forms as requested.
19. Responds to staff-client needs/requests even if at another clinic site or administrative office or off-site. Participates in fundraising activities for the agency.
20. Downloads, Uploads, Scans in laboratory results from Quest, CDD, Radiology groups, hospitals, etc., into E.H.R. system and acknowledges and/or provides orders/treatments/plans for staff to follow based on result.
21. Enforces agency policies, procedures, protocols, practices, guidelines, standards of care, etc., at all levels from activities/actions that unlicensed staff handle on up to those that the clinicians handle. Assists the Billing Director,

Executive Director, Medical Director, Clinic Coordinators, and others administratively to the best extent possible during any and all clinic sessions and when asked. May be required to carry and respond to the agency beeper along with others agency clinicians.

22. Supervises a team of about 12 other STFPHC clinicians who work either full or part-time, including their scheduling and vacation/time off planning. Must know how to delegate work, train others properly, and follow-up on work. Must enforce new rules, new requirements, and constantly remind/reiterate/and monitor others within their authority to drive home excellent outcomes in health care service delivery. If delegated work is not complete, must be able and willing to complete that work by originally stated deadlines and take appropriate action as necessary personnel wise.
23. Oversees, monitors, evaluates, maintains, and directs (along with the Medical Director and Asst. Medical Director) all the medical and clinic administrative services that take place at the clinic as well as licensed and unlicensed staff either directly or indirectly. Is the clinical lead for federal and state audits, along with the team of other directors. Provides presentations and trainings as requested by funders at state or national conferences.
24. Directly supervises Clinic Coordinators and other agency clinicians.
25. Reports problems/concerns/issues to the Clinic Coordinator and if necessary to the Quality Assurance Director and Executive Director when the need arises to minimize risks along with solutions and acts on those solutions as authorized.
26. Inserts and Removes birth control devices such as Nexplanon and IUD's as requested by patients (same day), whether those procedures are scheduled or not, within the clinic session in a timely and efficient manner with the highest quality of care. Must be able to remove expired device and insert new device at same visit on same day.
27. Works closely with the Executive Director, Medical Director, and Assistant Medical Director. Attends board meetings as requested.
28. Builds relationships with staff and works to not just find and identify problems, but *to resolve* them internally as quickly and efficiently as possible and responds to the needs of the Clinic Coordinators and Executive Director/Medical Director in the same manner.
29. Follows all requirements/responsibilities/expectations listed under the "General Description" on page 1 of this work scope description, including serving as a clinicians when necessary and traveling to sites to observe work being done.
30. Handles the scheduling for other agency clinicians and arrangements when those clinicians need days off or vacation, etc. Works with the Executive Director for self-scheduling that meets the demands of the agency.
31. Completes reports, projects, and activities by required deadlines. Meets regularly with other directors and Executive Director to ensure integration of programs and to stay abreast of agency projects, etc. Improves service delivery.
32. *Practices Medicine* at STFPHC liberally with the greatest of confidence. Develops and updates clinical, medical, administrative policies, protocols, guidance, procedures, algorithms, SDO's, clarifications, for the agency and presents final draft for the Medical Director/Executive Director. Thereafter, responsible for distribution and training/re-training, communication, enforcement, etc.
33. Serves clients of all ages and sexes (males, females, transgender, etc.) who need programs that STFPHC administers.
34. Helps maintain the premises by cleaning/organizing/dusting/etc. and performs other work/duties as required by Supervisors.

QUALIFICATIONS:

The Clinic Services Director must possess the following personal and professional qualifications:

1. Be an active **licensed physician, a licensed Advanced Practice Registered Nurse, or Physician Assistant able to practice medicine in Texas.** If mid-level provider, must be able to be added under the medical director's supervision and delegation. **Experience in OB-GYN/Family Planning/Women's Health, Family Practice, Women's Health, or**

other related field required. A Health Care Provider CPR/AED and First Aid Certificate is required or the ability to obtain such within 3 months of employment. Must **obtain certificate to insert and remove contraceptive device (implant)** or be able to obtain such within 1 month of hire. Must be able and willing to remove and insert contraceptive devices (IUD's and contraceptive implants) daily and encourage the use of long acting reversible contraceptive methods for clients in line with their reproductive life plan.

2. Must work quickly, be medically decisive, work towards improving pace of services and volume of clients being served. Must understand clinic goals and overall agency vision/mission/goals and work towards achieving them.
3. Have some knowledge of health care, non-profits, government funding, public administration, and be able to work as late as needed to serve all clients at clinics when occasions arise.
4. Act as an agent of change and be able to make quick adaptation to changes. Exhibit a positive attitude. Accept that change is inevitable due to the constantly changing environment of health care, in particular that of state and federally funded organizations like STFPHC.
5. Ability to work with others and express professional courtesy to all patients and staff treating them with the utmost dignity and respect. *Must have great interpersonal and intrapersonal skills. Must be a relationship builder, coach, motivator, and bring out the best in others.*
6. Must want to work as a team with all clinic staff at all sites to create positive environment with smooth clinic flow and contribute to the reduction of any barriers for service delivery that may be identified. Must be highly approachable and have great communication and people skills.
7. Must be authorized by STFPHC's insurance carrier and added to the agency's group medical liability insurance/mal-practice insurance. Medical liability/mal-practice under STFPHC's insurance carrier is fully covered and provided for the person in this position for services for done under STFPHC while working for STFPHC.
8. Must always have reliable transportation to travel to clinic sites. STFPHC reimburses mileage and time for traveling out of town at rates approved by the board of directors annually based on the agency's travel policy.
9. Must have Hepatitis B immunization due to significant contact with the public or provide proof that this immunization has been completed. **Documentation regarding Hepatitis B** is required and will be part of the employee's/contractor's personnel file.
10. Must provide proof of all licenses and license numbers upon request (TMB, DEA, etc.).
11. Must actively seek other providers, staff, and contractors to expand and grow the STFPHC network.
12. Must be able and willing to work with primarily uninsured, lower-income, and indigent population in a professional and friendly manner. *Must be highly motivated, self-monitoring, goal oriented, highly organized, deadline oriented, able to prioritize, be passionate about family planning/women's health, and truly care about serving the community.*
13. *Must be truly able to multi-task and handle constant interruptions without caving into pressure and still meet deadlines and expectations, etc. Must handle and remember large volumes of information and communication to work successfully in this position.*
14. Must be able and willing to practice to the highest extent of their medical licensure with total confidence and ease while working at STFPHC and attend annual trainings, etc.
15. Must be committed to the goals of the agency and its programs and encourage the community to utilize services of STFPHC. Programs include Family Planning, Men's Health, Health Education, Immunizations, Breast & Cervical Cancer, Natural Family Planning, Primary Health Care, etc.
16. May be required to receive CHW certification thru the agency.

EXPECTED WORK HOURS

The Clinic Services Director is housed out of the administrative office. This position is full-time and works 40 hours or more per week as salaried personnel to get the job done. Work hours can vary from 7 am to 7 pm or later (mornings, afternoons, over lunch, and/or evenings). Most work weeks are Monday – Thursday for 9 hours and Friday for 4 hours, but can be flexed longer or shorter as necessary with authorization so that the agency’s needs are also met. Although a great majority of the work is done on weekdays, on occasion some work may need to be done on weekends to meet deadlines, update E.H.R. templates, and participate in health fairs/agency events/trainings/conferences, etc.

PAY AND BENEFITS: Pay will commensurate with the knowledge, skills, abilities, and experience of the individual and must be *initially proposed by the individual on the application*. STFPHC is a non-profit organization funded by federal and state grants proudly serving primarily uninsured and lower-income persons and has had a medical presence in South Texas since 1972. Benefits include annual leave, sick leave, other leaves, insurance, 401K, paid federal holidays, most weekends off, medical mal-practice covered, administrative schedule flexibility, CME’s/CNE’s/License Fees and trainings covered, opportunity to serve some of the most vulnerable populations in our community, and the privilege of working with a team that is highly motivated and passionate about *servicing each and every client, every single day, with excellence, commitment, and pride*.

Questions about the position will be answered in-person at the time of initial interview for those selected. If you are selected for an initial phone interview, your questions should be presented at that time.

After you submit your application, you will be contacted via email by STFPHC to confirm that your application was received. If you don’t receive an email confirmation within 3 working days, you may call 361-855-7333 to confirm that your application was received. After the deadline to apply (NOVEMBER 26, 2018), top candidates will be interviewed over the phone by one or more staff. Thereafter, selected candidates will be contacted again and invited for an in-person interview with one or more staff. We intend to make a hiring decision on or before December 6, 2018.

Only persons that have a full and active medical license to practice in Texas as either a physician, physician assistant, or advanced practice nurse will be considered. If you do not have a license to practice medicine, you are not eligible for this position.

DEADLINE TO APPLY:

NOVEMBER 26, 2018 by 5:00 pm CST. Applications **MUST** be received at the address, email, or fax shown below, no later than **Monday, November 26, 2018 by 5:00 pm CST**. Those interested **MUST complete the application in order to be considered**. A Resume or Curriculum Vitae is requested as part of the application, however, a Resume or CV alone will **NOT** be accepted in lieu of a fully submitted, completed, signed, and dated application. STFPHC is an E.O.E. employer.

MAIL:

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