

ADP TOTALSOURCE / AIDS FOUNDATION HOUSTON, INC. JOB DESCRIPTION

JOB TITLE: Director of Clinical Services

Reports to: Chief Program Officer/Chief Medical Officer
Department: Prevention Program Services

Status: Regular/Full Time/Exempt
Date: 2020 - 2021

SUMMARY: Under the direction of the Chief Program Officer (CPO) and the clinical supervision of the Chief Medical Officer (CMO), the Director of Clinical Services (DCS) will provide both administrative and medical oversight to the AFH clinic including but not limited to: creating, initiating and monitoring clinic policies, ensuring that the clinic staff and other supportive staff are trained on the latest and best practices related to PrEP-Care, HIV prevention and other sexual health matters. The DCS will oversee the day-to-day operations of the AFH clinic related to medical and administrative compliance, HRSA 340B compliance and all compliance regulations related to the clinic. The DCS will supervise the full and part time clinic staff including but not limited to the Clinic Manager, LVN, Patient Navigators and Data Specialist. The DCS will, as needed and under the supervision of the Chief Medical Officer, deliver PrEP care support, STI treatment and tele-health services commensurate with training and experience to all AFH patients. The person in this position will work in outpatient settings, satellite locations and mobile units as needed as part of the clinic team. The DCS is committed to the AFH mission and vision, offers compassionate, culturally competent and professional communication with patients, practitioners and the inter-professional health care team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Additional duties may be assigned.

DUTIES AND TASKS

1. Serves as the direct supervisor of the clinic team including but not limited to the Clinic Manager, LVN, Patient Navigators and Data Specialist.
2. Oversees the daily medical and administrative activities of the clinic.
3. Creates clinic policies in tandem with the CMO, Director of Compliance and as needed with the 340B Policy Committee that promote effective patient care and compliance related to all governing bodies and funders.
4. Works in tandem with the Clinic Manager to develop programmatic policies and procedures and to implement and evaluate effectiveness of policies, procedures and systems.
5. Works collaboratively with the Director of Compliance and Clinic Manager to develop clinical quality improvement projects and monitor outcomes and develop reports as requested.
6. Ensures that all clinic and related staff are appropriately trained on the provision of medical and administrative protocols related to the day-to-day operations of the clinic.
7. Oversees the timely completion and submission of all 340B related reports in accordance with the AFH 340B Policy Manual and HRSA Guidelines.
8. Leads the clinic staff in meetings related to day-to-day operations, trainings, updates and revisions of services.
9. Conducts patient chart audits to ensure that charts are compliant with the regulations of all governing bodies.
10. Under the supervision of the Chief Medical Officer, will provide the following patient care services as needed:
 - Coordinate patient care between healthcare providers
 - Attend and participate in interdisciplinary rounds and online educational workshops, as appropriate

- Conduct appropriate, timely patient care under physician supervision, for a defined patient population(s), focusing on identified expected unit/optimal outcomes, individualized to the patient. Prioritizes care based on the patient's needs, abilities and preferences.
 - Performs initial history and physical examinations.
 - Draws blood and collects specimens for testing and performing other comparable lab procedures when needed.
 - Provides education and counseling of patients and families in preventive care, medical conditions, and the use of prescribed treatments and drugs.
11. Leads the clinic and related staff in providing an affirmative, inclusive and respectful environment for all patients, with a focus on PLWHIV and LGBTQ individuals.
 12. Performs all duties and services in full compliance with HIPPA, Joint Commission and funding source standards.
 13. Completes all EMR required fields after each visit including the e-signing of notes within 24 hours.
 14. Performs quality management/assurance activities.

Planning and Implementation

Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

1. Leads and identifies opportunities for practice changes and performance improvement.
2. Promotes quality health care through integration of current research into practice and participation in research/evidence-based activities.
3. Provides education of information/knowledge in professional activities such as research, presentations, and publications.
4. Expands individual nursing knowledge and provides coaching to staff to grow in knowledge, abilities, skills, and attitudes. Serves as clinical resource.
5. Ensures all grant/funder/stakeholder/committee requirements are included in the planning structure.
6. Ensures the appropriate use of resources in planning activities – volunteers, vendors, committees, community partners.
7. Write, interpret, implement and create service models. Write, interpret and manage multiple budgets to ensure accurate spending of agency resources.
8. Knowledge of general office practices and procedures and uses them effectively to streamline work.
9. Reports up to CPO and CMO on the overall successes and issues regarding programming and the medical clinic.
10. Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
11. Follows instructions; takes responsibility for own actions; keeps commitments; commits to work evenings and weekends when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
12. Maintains appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
13. Attends department, agency-wide staff meetings and other meetings as scheduled.
14. Communicates proactively and professionally with peers and stakeholders through phone and emails.
15. Follows all regulatory requirements for reporting suspected abuse or neglect.
16. Uses and ensures the compliance of all protocols as required by AFH and funding sources.

Agency Compliance

1. Provides safe and effective care by leading and initiating outcome, quality and safety improvement activities in alignment with organizational goals. Demonstrates highly developed assessment, clinical, documentation, leadership and analytical skills; integrates and contributes to professional practice standards, policies, procedures, protocols and leads improvements in patient safety-related processes.
2. Functions as a quality care provider, coordinating, maintaining and promoting the health of the patient. Assists the inter-professional healthcare team in the development and implementation of protocols to ensure patient safety. Affects direct patient care according to the nurse practice act of the State of Texas, AIDS Foundation Houston, Nursing Practice and Professional Performance.
3. Implements departmental strategies to achieve financial target on AFH performance plan and mentor others to do the same through timely documentation of care, optimizing efficiency, and other areas according to departmental specifications.
4. Lead and implement quality assurance activities of clinical processes, procedures, and personnel to ensure compliance with all relevant State of Texas laws and regulations, AIDS Foundation Houston, and funding source(s).
5. Projects awareness and understanding of resource allocation based on patient needs and staff experience, knowledge, and skills.
6. Contributes to department plans for resource utilization and capital needs to meet departmental financial target.
7. Reads, interprets and implements policies, best practices, guidance, and standards regarding clinical practice
8. Completes and submits timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to agency standards.

Stakeholder Interactions/Relationships

1. Demonstrates leadership as a clinical resource, inter-professional consultant, and patient advocate. Identifies staff development opportunities for professional growth of colleagues, provides coaching to meet identified goals.
2. Collaborates to foster healthy relationships in the work environment. Acts as a role model and provides coaching to staff in effective verbal, non-verbal and written communication.
3. Communicates organizational information and aspects of administrative and clinical practice in a respectful and positive manner when interacting with staff. Advocates for a balanced workload, promotes positive behaviors, and peer-to-peer accountability. Facilitates the promotion of teamwork.
4. Collaborates with the inter-professional healthcare team members to manage/coordinate patient care. Advocates on patient/family's behalf to identify and resolve clinical and ethical concerns.
5. Forms professional relationships with all stakeholders - clients, target populations, donors, volunteers, interns, vendors, and community partners.
6. Ability to be culturally and linguistically competent in serving the needs of diverse clientele including but not limited to all racial, minority, and ethnic groups, substance abusers, homeless, gay/lesbian, bi-sexual, transsexual, transgender, and non-gender conforming populations.
7. Provide professional level presentations to internal and outside groups on AFH services.

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views
2. Gives and welcomes feedback.
3. Acts respectfully and supportively towards other team members' efforts.
4. Works as a highly cooperative member of the AFH staff and volunteers to accomplish agency and departmental goals.
5. Accepts responsibility and willingness to be accountable by not blaming others for work product or issues.

Level of Education, Licenses and Certifications:

BSN or associate's degree in nursing

Must be in possession of a valid Registered Nurse license in the State of Texas

Must be proficient in the use of all medical instruments and equipment required by the job

Sound understanding of all federal and state regulations including HIPAA and OSHA

Work Experience: Two years of registered nurse experience with a strong preference for persons with clinic leadership and sexual health experience. Database analysis, report writing and compliance experience strongly preferred.

Additional Requirements: Have a thorough knowledge of the principles and practices of medicine and allied services commensurate with their training. Demonstrate a special interest in the area of community medicine. Ability to relate to culturally diverse patients and community. Minimum of one-year HIV/AIDS Care experience preferred. Transgender Care experience preferred. Must be proficient in the use of all medical instruments and equipment required by the job. Must have knowledge of computer-based data management programs and information systems, as well as medical records with a strong preference experience in working with eClinical Works. Bilingual in English and Spanish preferred. Participates in trainings required by the funding source and/or as required by licensure.

ADDITIONAL QUALIFICATIONS

Computer Skills

To perform this job successfully, an individual should have basic proficiency in database software; Internet software; Spreadsheet software and Word Processing software. Knowledge and experience in database development and/or data management, preferably in a nonprofit setting.

Language Skills

Ability to read and write at a professional level: to read, analyze, interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public. Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

Reasoning Ability

Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.
2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and in person 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

CORE COMPETENCIES

- **Ethics**- Keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational mission and values.
- **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.
- **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.
- **Innovation**-Displays creativity; meets challenges with resourcefulness; generates suggestions for improving work.
- **Adaptability**-Adapts to changes in the work environment; Manages demands; deal with change, delays, or unexpected events.
- **Quality Management**-Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Interpersonal Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

- **Customer Service**-Manages difficult or emotional customer situations; responds promptly to stakeholder needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication**-Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Problem solving**-Identifies and resolves problems in a timely manner; works well with group problem solving situations; uses reason even when dealing with emotional topics.
- **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Technical skills**-Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Print Name

Signature

Date