

Executive Director

Job Description

POSITION SUMMARY:

Responsible for all functions related to HHMO Urgent Care clinic operations. This requires leadership skills that will provide for the coordination of clinic operations, personnel issues and volunteer/donor information with appropriate confidentiality. The Executive is responsible for working with and through others for the activities described below. The executive Director is responsible for supervising both paid staff and volunteer staff.

The Executive Director will promote and adhere to the HHMO clinic mission of “providing holistic, quality healthcare and guidance in the name of Jesus Christ”. The Executive Director is responsible for setting and maintaining a Christian culture for the clinic and its actions with patients, donors, HHMO Board of Directors and other public and private firms.

RESPONSIBLE TO:

HHMO Board of Directors

PRINCIPAL DUTIES AND RESPONSIBILITIES:**1. Program Administration**

- a. Assess community health needs, identify available services and resources, coordinate and collaborate with other providers and agencies, and develop new programs as necessary, in consultation with board committees.
- b. Obtain necessary volunteer, financial and material resources to operate clinic programs in accordance with current HHMO operating budget and HHMO goals.
- c. Oversee the direction and supervision of volunteers to ensure the effective, efficient utilization of clinic resources and in the delivery of services.
- d. Manage existing clinic operational programs and procedures, implementing changes as necessary.
- e. Develop and maintain partnership/in-kind agreements with individual and corporate health care providers and agencies to meet the health care needs of clinic patients.
- f. Daily monitor the clinic incoming message phone line for messages and handle as required.

2. Liaison to the Board

- a. Provide staff support to the Board of Directors, its officers and appropriate committees. Prepare and present a report at each board meeting.
- b. Conduct orientation of clinic operations for new HHMO Board members.
- c. Assist in identifying and recruiting new HHMO Board members as required. Prepare and disseminate packets for prospective HHMO Board members.
- d. Consult with the HHMO Board President regarding board-meeting agendas.
- e. Communicate regularly with HHMO Board members to discuss clinic needs, address

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problems and obtain resources.

- f. Advise and assist the board in strategic planning, including vision, mission statement, bylaws, strategic plan, etc.

3. Public Relations/Fund Raising Responsibilities

- a. Oversee the assessment of public relations needs, and the development of appropriate activities such as preparing and submitting requests for funding/resources to local governments, churches, and civic organizations. Make presentations as appropriate.
- b. Research on grant opportunities with private foundations and corporations and preparation and submittal of grant requests for funding.
- c. Attend and assist with special fundraising events as needed.
- d. Identify potential sources for in-kind donations of goods and services. Prepare and submit requests as needed.
- e. Oversee the acknowledgment of all gifts and donations in a timely manner and maintain accurate and complete donor mail lists and files.
- f. Oversee the development of a clinic newsletter, clinic brochures, facts sheets and other types of promotional literature.
- g. In coordination with HHMO Board and Outreach Director, prepare articles, press releases, public service announcements and advertisements for radio, TV, newspapers and other media outlets.
- h. Conduct and oversee speaking engagements to inform the public of the clinic's mission.

4. Information Management

- a. Ensure that all clinic hard-copy documents, records and files are organized and filed in an orderly fashion.
- b. Assess needs for information technology and make recommendations to HHMO Board for new purchases of equipment and/or services.
- c. Facilitate the computer infrastructure to meet the clinic's needs for storing, retrieving and reporting data, and generating documents.
- d. Oversee the collection and entry of data on patient services, values of services provided, volunteer services, donations, etc.

5. Risk Management and Regulatory Compliance

- a. Assure compliance with all applicable laws and regulations pertaining to the operation of a private, non-profit health care organization.
- b. Assure volunteer health care professionals register with the State Division of Risk Management to assure immunity from liability.
- c. Function as the HIPAA Privacy Officer and oversee maintenance of patient records as it relates to HIPAA privacy standards.
- d. Responsible for the credentialing of all medical staff. Coordinate with Providence Residency Coordinator to assure the smooth transition and credentialing of

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residents to volunteer as providers at the clinic.

6. Personnel Management

- a. Develop and maintain the HHMO Personnel Policy & Procedure Manual.
- b. Assess administrative and clinic needs to implement adequate staffing level.
- c. Develop and maintain position descriptions for all staff.
- d. Employ staff according to HHMO board approved guidelines.
- e. Plan and implement an orientation process for new staff.
- f. Supervise paid staff and volunteer staff, including disciplinary actions and terminations as needed.
- g. Conduct probationary and annual evaluations of paid staff.
- h. Assess training needs, identify sources of training and ensure that staff receives adequate training to perform their duties.
- i. Maintain confidential personnel record-keeping system.

7. Fiscal Management

- a. Assist HHMO Board in developing fiscal policies and procedures.
- b. Assist in preparation and presentation of annual budget to the HHMO Board.
- c. Supervise staff that receives mail and makes proper disposition.
- d. Coordinate with Accountant/bookkeeper with review and Approval for payment of invoices and payroll.

8. Patient Care

- a. Must be able to interact extensively with a socio-economic and culturally diverse population of patients, community based-agencies and clinic medical volunteers coordinating and/or implementing the delivery of clinic services.
 1. Coordinate with Medical Director in the review and triage all patient lab work and diagnostics according to approved policy.
 2. Manage a referral process for patients to other medical suppliers of services that HHMO does not provide.
- b. Provide oversight regarding specific patient eligibility requirement challenges that occur during patient registration.
- c. Coordinate with Medical Director on oversight of the medication dispensary operations.
- d. Coordinate with Medical Director to develop and implement a Patient Education Program.

QUALIFICATIONS, REQUIREMENTS AND EXPERIENCE:

1. Current Washington State RN License preferred or four-year college degree in a health care or human-service related discipline.
2. Strong delegation and organizational skills are required.

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3. Previous experience in non-profit administration, health care, human services and/or fund raising highly recommended.
4. Knowledge of principles and practices of non-profit governance, board development, fund raising planning, program development, program administration, interagency collaboration, personnel management, fiscal management and volunteer management.
5. Demonstrated ability to work with others and to develop and motivate teams.
6. Computer literacy and excellent written and verbal communication skills.
7. Basic knowledge of principles of accounting, money management and budget.
8. Must agree to and sign the HHMO Statement of Faith.
9. Requires flexibility to needs of the clinic operations, patient needs, board responsibilities and other community related tasks. Executive Director is should be in attendance when the clinic is open.
10. Position requires a minimum of 20 hr./week and is a salaried position.