

Hope Healthcare Services
Job Description

Title: Director of Clinical Services – Advanced Practice Provider

Reports to: Executive Director

Classification: Salary, Full-time

Summary

Hope Healthcare Services (Hope), a Christian ministry providing medical, dental, and mental health 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 as well as provide direct patient care (one day each week.)

Our ideal candidate is a leader with an entrepreneurial spirit who feels called to serve our patients with compassion.

Roles and Responsibilities

The Director of Clinical Services (DCS) will serve as leader to medical and dental providers, 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 outlined by the board of directors. The DCS will uphold Hope's vision, mission, and guiding principles.

The Advanced Practice Provider (APP) will provide a scope of primary care services commiserate with experience in coordination with the collaborative partner, including but not limited to diagnosis, treatment, care coordination, preventive care and health maintenance to patients (2 years of age and above) in both a direct-pay patient setting and in support of a volunteer-based clinic model. The provider will maintain an active collaborative agreement with the collaborative partner, including chart sign-off as mandated by state law. The provider must be available to staff and patients after hours, if needed, for consultation. We are seeking a nurse practitioner (FNP) or physician's assistant (PA). The provider will need to have current licensure in good standing and be able to obtain licensure in Indiana. Applicants must have well-developed writing, interpersonal, leadership, and communication skills, as well as be able to use Electronic Medical Records for all charting.

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 regarding test results.
- 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 assistance programs and sample medical 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
- 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(s), Office and Clinic Assistant(s)
- 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: Family Nurse Practitioner or Physician's Assistant
- Strong organizational skills and attention to detail
- Ability to prioritize and manage multiple tasks
- Willingness to pray with patients; compassion for our patient population
- Discretion and communication techniques for sensitive situations
- Team/family-oriented approach to management
- Insurability (malpractice)
- Current Cardiopulmonary Resuscitation (CPR) Certificate
- Experience with electronic Medical Records (EMR); Practice Fusion preferred
- 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 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.