



## **Director of Patient Services**

Full-Time, Exempt Position

### **MISSION**

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

### **ASSIGNMENT SUMMARY**

The Director of Patient Services ("Clinic Director") will oversee the day-to-day operations of our Community Clinic sites. Patient facing roles require bilingual proficiency. In conjunction with the Chief Operations Officer, this person will oversee quality, compliance and patient outcomes and will participate in overall decision making regarding essential clinic matters. They will communicate with medical providers to ensure high-quality and cost-efficient care within the clinic's workflow design. They will build and maintain ongoing relationships and partnerships with individuals, groups and organizations representing the community served by our Clinic. The Clinic Director will assume primary responsibility for major projects, provide guidance and supervision to department staff, and implement policies and procedures to meet the organization's long term and short-term objectives. The Clinic Director will partner with the Patient Resources Department to promote our Clinic's services, increase patient volume in the Clinic, and raise awareness of the Clinic in relevant communities. This is a full-time, in-office position.

### **MINIMUM QUALIFICATIONS**

- Bilingual proficiency **required**.
- Bachelor of Arts or Science Degree in Public Health, Healthcare Administration, or related field required. Master's Degree preferred.
- Solid 5+ years work experience in an organization with at least 15 people.
- Minimum 3+ years of medical management experience at a Manager+ level.
- Ability to work alone and in a team setting.
- Proficiency in Microsoft Office - Word, Excel, PowerPoint and Outlook.
- Ability to communicate effectively in the English language in person, by phone and in writing.
- Ability to take initiative and to exercise independent judgment, decision-making and problem-solving expertise.
- Experience in a community health center setting preferred.
- Ability to lift 50+ pounds.

### **ESSENTIAL FUNCTIONS/RESPONSIBILITIES**

- Supervise staff to promote organization's mission objectives are met and ensuring that services are provided efficiently to contractual obligations and within budget.

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- Prepare regular reports for the senior leadership team, including provider productivity reports, expense reports, workflow analyses, outreach & enrollment data, etc.
- Act as a liaison with outside auditors and government agencies. Research and resolve all audit-related issues.
- Direct overall clinic management, including staff assignment, productivity, development and implementation of clinic policies and procedures, and the coordination and integration of Quality Assurance/Quality Improvement programs with key staff of organization.
- Participate as a member of the management team in the development and implementation of organization-wide and department-wide policies and programs.
- Cultivate relationships with individual clinicians to optimize patient care and experience.
- Coordinate with HR and Clinic Manager to monitor individual staff performance and identify counseling and mentoring opportunities. Spearhead recruitment efforts for the team using creative means and leveraging past and current relationships.
- Oversee activities and performance of medical providers and contractors, identify areas for improvement and address issues one-on-one and in group settings.
- Assist executive leadership with implementing, managing and monitoring the quality assurance program, including quarterly QI/QA team meetings.
- Ensure that clinic staff is in full compliance of HIPAA and organizational policies and procedures.
- Support new patient acquisition and service promotion activities through outreach and special events.
- Develop tailored outreach strategies for specific populations (minors, pregnant women, geriatric patients, etc.).
- Lead by example to supervisees, promoting our Clinic culture and mission.
- Other duties as assigned.

## **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a company provided computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper. The position requires occasional travel to attend on- and off-site meetings.

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*Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*Kheir Clinic will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.*

*Please note that this job description is subject to change to meet the needs of Kheir Clinic.*

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