South Central Family Health Center

Job Posting

Title: Director of Clinical Care Services
Base Salary Range: $120,000 - $140,000 plus benefits
FTE: Full-time, Exempt

We are seeking a dynamic and experienced **Director of Clinical Care Services** who wants to make a difference in our community. We want to hear from you if you thrive in a fast-paced, caring, and compassionate environment!

Our Mission:
The Mission of South-Central Family Health Center is to improve the quality of life for the diverse community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multicultural environment.
To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary:
The Director of Clinical Care Services is a key leadership position within SCFHC, responsible for providing strategic direction and managing operational aspects of nursing services, clinical teams, ancillary support teams, and patient care. The Director of Clinical Care Services plays a critical role in ensuring the delivery of high-quality, safe, and efficient patient care, while also contributing to the overall strategic goals and objectives of the healthcare facility. This role ensures that patient care services are delivered in compliance with HRSA requirements and evidence-based/best practice standards. The Director will stay apprised of industry standards, trends, research, and education, and continuously elevate the practice of our team through professional development and team building. The ideal candidate will have to perform some to following essential job duties.

- Provide visionary leadership and oversee the day-to-day operations of nursing, behavioral health, dental, and other clinical teams to optimize efficient, repeatable, high-quality care.
- Develop and implement staffing models, productivity standards, and scheduling systems that deliver safe and efficient patient care in alignment with the budget. Recruit, hire, train, coach, and retain clinical staff, fostering professional growth and development.
- Provide visionary leadership to the clinical department, implement performance management, goal cascading, and strategies for achieving exceptional patient care.
- Implement KPI's, build dashboards, optimize analytics to monitor, track, and measure outcomes to achieve a culture of continuous improvement.
- Implement and oversee quality and process improvement initiatives in alignment with SCFHC's methodology for process improvement to enhance patient safety, quality, and satisfaction. Standardize clinical protocols and operating procedures to reduce variability and ensure consistent patient experience across all sites.
- Leverage health IT and EHR tools to support process improvement, quality improvement, and data-driven decision making.
- Promote ongoing education and certification for clinical staff to maintain and enhance skills.
- Defines, maintains, and monitors clinical standards in accordance with AAACN Standards of Practice to ensure that patient care is delivered safely and effectively.
- Coordinates with the Medical Director in the planning, implementation, and evaluation of all clinical care services provided by SCFHC, as well as all associated operations and activities.
- Coordinates with the Medical Director on nursing training, patient grievances investigations, and oversees all clinical risk management requirements according to HRSA and FTCA guidelines.
- Works collaboratively with QI Director and CMO to implement PCMH standards.

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- Participates in Quality Improvement efforts, oversees specific QI projects, and implements the Patient Centered Medical Home (PCMH) standard implementation.

Education, Experience, and Qualifications:

- BS in Nursing required, a Master's degree in a related field preferred.
- Must have a minimum of five years of RN experience related to the specified responsibilities, with a minimum of two years' experience in nursing management.
- Preferred a minimum of 3 years of experience in ambulatory practice and 4 years of experience in nursing management.
- Knowledge of and adherence to the American Nurses Association Code of Ethics for Nurses
- Familiarity with state and federal healthcare regulations, accreditation standards, audit standards, and quality/process improvement methodologies.
- NextGen experience strongly preferred

Skills & Abilities:

- Recent experience in the use of Electronic Medical Record documentation
- Demonstrate knowledge of safety, infection control & emergency policies and procedures.
- Drives safe, efficient, and compliant operations across multi-disciplinary teams.
- Demonstrated leadership and management abilities, including effective communication, team building, and data driven decision-making.
- Excellent interpersonal and communication skills, with the ability to collaborate effectively with diverse groups of professionals, patients, and families.
- Ability to adapt to changing healthcare environments, technologies, and patient populations.

Licensure and Certification:

- Current California license as a Registered Nurse
- Current BLS
- Must maintain a valid RN license and stay current with any required certifications. Certification in Nursing Administration (CNA) or Nurse Executive (NE-BC) preferred.
- Current California driver's license, automobile, and automobile insurance
- Lean certification preferred

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

Contact/application information:

To apply please visit South Central Family Health Center's website at:
https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent