



ASIAN & PACIFIC ISLANDER WELLNESS CENTER

Clinic Director – FTR052017

Position Description:

The Asian and Pacific Islander Wellness Center (API Wellness) is a new, federally qualified health center (FQHC) in San Francisco. Founded in 1987, the organization's mission is to transform lives by advancing health, wellness, and equality. API Wellness is committed to serving people of all races, ethnicities, sexual orientations, gender identities, and socioeconomic statuses. We began providing medical and mental health services in the Tenderloin neighborhood in 2011, delivering culturally competent, patient-centered primary care and sexual health services to the most marginalized populations. We expanded to a satellite site at the SF LGBT Center in 2017. The health center provides quality care for the LGBTQ community, people of color, the homeless, and other underserved communities in San Francisco and beyond. We seek qualified, experienced candidates who share our values and bring a willingness to contribute to our goals. The Clinic Director oversees and is responsible for the delivery of high quality, efficient, and sustainable clinical services. The position reports to the Chief Medical Officer (CMO).

Job Responsibilities:

Administrative

- Oversees the operations and expansion of the clinic's service lines including whole person wellness, primary care, reproductive health, behavioral health, group visits, telemedicine, 340B pharmacy, laboratory, disease prevention, implementing team-based care and patient empanelment
- Oversees the flow of the clinic from patient engagement strategies, front desk operations, back office operations. Interfaces with the billing, data analysis, and marketing and outreach teams
- Ensures the financial sustainability of the clinic by way of, but not limited to: billing, patient census growth, practice management, building partnerships, budgeting, financial tracking and cost containment, and developing insurance contracts
- Engages the clinic on a Lean transformation journey for the development of effective and efficient processes, including the use of electronic health record system
- Oversees implementation of and compliance with FQHC center grant, Title X grant, and other core funding requirements, and serves as the agency's compliance and privacy officer
- Brings the clinic to the standards of a Patient Centered Medical Home (PCMH) and FQHC through leadership and effective implementation and maintenance of concepts, principles and processes
- Manages the quality assurance, quality improvement, and patient safety programs of the clinic in collaboration with clinic leadership, and maintains audit-readiness of the clinic. Proactively monitors and implements systems to achieve and/or surpass agency's thresholds for quality improvement
- Develops, implements, monitors, and reports on quality management activities in accordance with regulatory guidelines and agency policies including: the FQHC Universal Data Set (UDS), OSHPD, cost reporting requirements, HEDIS measures, PCMH benchmarks, and Title X performance goals

- Protects patients and employees by implementing and updating infection-control policies and protocols, and by enforcing medication administration, storage procedures, and controlled substance regulations
- Manages new and ongoing clinical research projects and project-related collaborations
- Reviews and updates all clinic policies and procedures with the clinic leadership team

Managerial

- Promotes a culture of excellence and team-based care
- Communicates goals, objectives, policies, and procedures throughout the organization; monitors implementation and proactively manages outcomes
- Responsible for ensuring an excellent patient experience and that patient complaints and grievances are addressing and resolved in a timely and responsive manner by utilizing multidisciplinary team strategies
- Ensures that appropriate clinic staff and volunteers are present whenever services are offered, and that all staff are appropriately credentialed, on-boarded and trained
- Maintains the productivity of clinic staff through supervision, coaching, and disciplinary action of employees; plans and sets goals, develops productivity reports, sets benchmarks and monitors performance, and appraises job results
- Evaluates the work performance of clinic staff, oversees the determination of wage increases, and implements discipline according to operational policies
- Collaborates with other agency departments, external providers, consultants, community agencies, and institutions to improve the quality of services and to resolve identified problems (e.g., mental/behavioral health, social services, case management, and others)
- Available to travel locally and nationally
- Other duties as assigned

Qualifications:

- Education: Bachelor's degree in a health or business-related field required (eg, Business Administration, Health Administration, Public Health, Public Policy); Master's Degree preferred
- Experience: Five years of directly related experience if Bachelor's; three years' experience if Master's
- Clinical Licensure: Preferred but not required
- Familiarity with quality and process improvement methodology, such as Lean and PDSA
- Experience working in a community health center and knowledge of federal and state policies governing the administration of a community health center preferred
- Advanced communication skills to solve complex problems and to improve processes and services
- Evidence of personal qualities which make for positive interpersonal relationships, strong commitment to team approach, evidence of sound judgement, capacity to integrate new learning into practice
- Demonstrated experience and knowledge of working with underserved and marginalized populations
- Strong ability to use office software, including MS Word, Excel and Outlook
- Ability to accurately and efficiently use health information technology systems, including reports generation. Familiarity with eClinicalWorks electronic health record is preferred

Location:

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered. Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15602171>

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.)

Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records