

## **JOB DESCRIPTION**

TITLE: CLINIC PROGRAM DIRECTOR  
REPORTS TO: CHIEF EXECUTIVE OFFICER  
LOCATION: RICHMOND, CA/ ANTIOCH, CA  
STATUS: FULL TIME, EXEMPT

## **OUR HISTORY**

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in resource-poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children. Brighter Beginnings has grown into a respected and well-connected organization with 4 locations in Oakland, Richmond, Bay Point and Antioch. We have a multicultural staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

## **POSITION SUMMARY**

The Clinic Program Director will be responsible for clinic operations and programs to ensure quality outcomes. The Clinic Program Director will work with staff, providers and management to maintain center policies, procedures and protocols and assist in strengthening clinic staff productivity, center strategic planning, and ensuring center compliance with State (California Community Clinic licensing) and Federal (Federally Qualified Health Center) requirements.

## **QUALIFICATIONS:**

### **JOB QUALIFICATIONS AND EXPERIENCE**

- Master's degree or equivalent in Clinic Administration, Public Health, Social Work, Nursing, or related field; or four to ten years related experience and/or training; or equivalent combination of education and experience.
- Must have proven leadership ability with two (2) years of experience in medical clinic administration preferred.
- Knowledge of and ability to demonstrate skills related to management, planning and budgeting.
- A strong desire to serve the under and uninsured patient population with the ability to foster a safe environment where people will feel comfortable to share private pertinent information for effective treatment.
- Strong, positive leadership and managerial skills with a "detail-approach" to administration and organization.
- Essential skills include the ability to multitask, think critically, problem solve with a proactive approach and remain confidential with appropriate information.
- Experience working with electronic health records; or, at minimum, a strong technical background. Experience with eClinicalWorks preferred, but not required.
- Valid BLS certification required.

## **RESPONSIBILITIES:**

### **Managerial duties:**

## Brighter Beginnings Job Description – Clinic Program Director

- Supervise manager(s) including Clinic Program Manager and Enrollment Specialist Supervisor and other clinic support staff as assigned to maintain high levels of productivity, engagement, and positivity according to BBFHC policies and procedures and workflows.
- Evaluate staff performance against job description criteria and competency assessment; provide guidance and coaching to develop individuals as well as the team to highest potential.
- Oversee monthly provider schedule and communicate any changes with all providers, COO and CFO as needed.
- Set and monitor achievement of goals and objectives for the family health clinics, consistent with BBFHC Policies and Procedures and community standards of practice.
- Work collaboratively with the Medical Director, Director of Primary Care and CEO to deliver an excellent patient experience and ensure optimal BBFHC workflow. Appropriately escalates patient complaints, quality risk events and complex issues to the CEO.
- Complete employee performance evaluations.
- Develop and oversee Staff development & trainings.
- Play an active role on the Clinic Emergency Team.
- Participates in strategic planning and enhancement opportunities with management team

### **Clinic Compliance**

- Work with staff, providers and management to maintain center policies, procedures and protocols.
- Maintain and apply knowledge of local, state, and federal regulations pertaining to facility functions.
- Maintain and apply knowledge of FQHC standards and compliance requirements.
- Responsible for the HRSA OSV and be the main point of contact as the project leader with a Compliance Consultant/ Manager.
- Assist surveyors and inspectors to facilitate regulatory compliance.
- Ensure compliance with regulatory agencies, which will include, but may not be limited to quality assurance, infection control, and employee health programs.
- Ensure confidentiality of protected health information (PHI) -- written, electronic and verbal communications.
- Take lead role in preparing for and participating in program audits including managing RegLantern
- Assist in developing and maintaining health information privacy manuals, policies and procedures.
- Support our Patient Care Specialists with medical records and subpoenas.
- Coordinates with BBFHC staff to ensure proper inventory of medical supplies and vaccines is maintained.
- Participate at the QI/QA committee and supports QI initiatives to deliver a high level of primary care services.
- Take the lead with patient's complaints and program grievances to ensure reports are handled in a timely manner.
- Lead the CCHS, CCMCC, CAIR2, FamilyPact.
- Manage dental van operations.
- Serve as a resource person in assisting staff to develop skills in the performance of assigned activities.
- Assist with monitoring compliance with established policies and procedures, quality improvement, safety, environmental and infection control.
- Develop, write, review and update policies and procedures.
- Perform other duties as assigned.

### **Clinic Operations**

#### **SUPERVISORY RESPONSIBILITIES**

Directly supervises up to 10 employees in two locations.

#### **OTHER JOB REQUIREMENTS**

## Brighter Beginnings Job Description – Clinic Program Director

This job requires the passing of a background check, a negative TB test or clear chest x-ray (less than 1 year old), Physical Exam (less than 6 months old), provide updated vaccination records, Hepatitis B vaccination, annual flu vaccination, and maintain a current BLS card.

### **SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary. For the purposes of ADA, the “Responsibilities” and “Qualifications” essential job functions:

- Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
- Extended periods of standing and sitting are required
- Various types of clinical equipment and office supplies are used to accomplish the job requirements
- Required to drive to other work sites for meetings, conferences, etc.

### **BENEFITS**

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account with discretionary match, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

Brighter Beginnings requires its employees and contractors to be fully vaccinated against COVID-19 (including any booster shots if required), unless they are approved for a reasonable accommodation based on medical condition that prevents them from being vaccinated. Being fully vaccinated against COVID-19 is a condition of employment at Brighter Beginnings.

### **APPLY**

If you're interested in this position, please email your resume to [jobs@brighter-beginnings.org](mailto:jobs@brighter-beginnings.org) or apply through this job posting. Please make sure to subject the email with the position title that you are applying for.