Working title:  Associate Director of Clinical Services

**Job Summary (please limit to 1325 characters or less):**
The Associate Director of Clinical Services has a leadership role within Medical Services (MS) and is responsible for providing supervision and clinical oversight to ensure high quality and ethical standards for the medical care provided by staff of the MS department. The Associate Director of Clinical Services reports to the Senior Director of MS.

The Associate Director will continuously assess, research, develop, and improve upon the services provided in response to the changing needs and trends of students, the Division of Health and Wellness at CU-Boulder, MS and the University. In addition to coordinating, managing and overseeing the daily operations of the clinic, this position provides leadership to an interdisciplinary team of clinicians, who are involved in the medical care provided by MS, and directly supervises and evaluates all the Clinical Managers of MS, and the Occupational Health and Infection Prevention nurses. This position collaborates closely with all of the MS Directors, and the Administrative Services Directors and staff to serve the patient population’s medical needs.

The Associate Director of Clinical Services works with the MS Senior Director and Assistant Director of Support Services, the Medical Director and the Compliance Officer in developing and updating department policies, practice guidelines, and procedures to ensure the department’s compliance with accreditation, legal and ethical guidelines. The Associate Director assists the MS Senior Director in the accreditation/reaccreditation process for the department.

The Associate Director is also responsible for overseeing provider schedules, performance and productivity, and reports assessment, utilization and operational data to the Senior Director on a regular basis.

The Associate Director will serve on the Leadership team of MS, and represent the department in other Student Affairs, Health and Wellness Division and University committees as assigned.

The Associate Director may also deliver medical care by emphasizing the promotion of health and the prevention and treatment of disease by formulating, with the patient, a health care plan to manage actual and potential health problems.

**Job responsibilities with percentage weights (please limit each responsibility to 1325 characters or less):**

**Management and Program Development (80%):**

1. Directs the MS teams to ensure adherence to department policies, procedures, guidelines, and productivity standards.

2. Oversight of quality of care. Monitors and ensures that quality health care is provided, utilizing professional medical standards, clinical guidelines and accrediting agency specifications.

3. Develops visionary and clinical leadership and direction for the department, which fosters continued support of the MS team and student-centered health care. Oversees staff development by promoting and ensuring participation in supervisory leadership training opportunities, career development and collective leadership. Provides supervision and annual performance evaluations for all direct reports.
4. Collaborates with all MS Directors and staff, and Admin Services Directors and staff, to integrate providers, RNs, HCTs, and front desk Admin staff into a cohesive outpatient service-oriented unit.

5. Collaborates with the Manager of Behavioral Health to support the integration of BH services and screenings within MS.

6. Provides leadership related to developments involving the EMR, ICD10, coding and billing, third party billing, and clinic integration.

7. Completes regular and timely reports on clinic utilization and operational data to the Senior Director of MS, and collaborates with the Medical Director to provide recommendations regarding the scope and provision of care for MS.

8. Continuously assesses, develops and improves clinical services within the department, evaluates standard of care benchmarks and measurable outcomes utilized in similar health care institutions and those mandated by the accrediting agency, and applies “best practices” and innovative approaches to the clinic setting appropriately.

9. Coordinates hiring for clinical services by preparing job descriptions, recruiting and hiring quality providers for the department, with an emphasis on promoting an inclusive, diverse work environment.

10. Organizes and oversees the development and implementation of orientation, competencies and peer reviews for all new and existing staff. Develops performance plans, provides coaching sessions and evaluations, and maintains current and accurate job descriptions for direct reports. Based upon competency data/peer reviews, determines training and educational needs for staff to improve patient care and enhance career development. Addresses personnel and performance issues through disciplinary actions, as necessary.

11. Oversees MS provider staffing and scheduling. Ensures appropriate staffing, including for peak patient periods (e.g. flu season), staff absences or administrative education commitments by coordinating with the Clinical Managers, Infection Prevention nurse and Assistant Directors in creating, implementing and overseeing medical providers’ schedules. Utilizes 1% providers as backup during peak times or need due to staff absences.

12. Develops policies and protocols regarding hospitalizations, walk-ins, referrals, follow up, scope of care, and other clinical issues as they arise. Applies policies and protocols appropriate to resolve issues. Assures medical considerations of patient care requirements in developing new or revised treatment protocols for the clinical areas.

13. Designs and administers procedures for appropriate scheduling, intake and triage of patients for areas managed including the effective initiation and implementation of referrals to specialists, follow up information and appointments, patient education, and the efficient utilization of electronic medical records (EMR) including accurate billing practices.

14. In collaboration with MS directors, develops and monitors the MS budget; ensure MS expenditures are fiscally responsible and within the strategic scope of the Division.

15. Monitors, reviews, responds and works to resolve patient complaints. Identify near misses, adverse events and opportunities to improve the standard of service and care provided. Consult with the Senior Director, Medical Director, Risk Management and Compliance, and Legal as necessary.
16. Serves on the leadership team of MS, and represents the department in other clinical-related meetings/consultations/clinical presentations as assigned by the Senior Director.

17. Aligns MS department interests and resources with the division and organizational goals.

Clinical Services, Inter-departmental Collaborations and other duties (20%):
1. Provides primary health care to students.
2. Participates in peer review.
3. Serves on appropriate organization committees or appoints participating members to collaborate with staff from Admin Services, Division of Student Affairs and H & W, Clinic Operations, Integrated Care and others as assigned.
4. Other duties as assigned.

Supervision received and exercised: Position provides formal supervision for five to seven clinical services team members: clinical manager of medical & specialty services, clinical managers of nurse practitioners, clinical manager of specialty medical nurse practitioners/CNMs, and the Occupational Health Nurse, and the Infection Prevention Nurse. The Senior Director of Medical Services supervises this position.

Minimum requirements:
- An Advanced Degree – Nurse practitioner or PA.
- Position requires basic functional computer skills (experience with Windows based systems)
- At least 5 years of experience practicing as Advanced Nurse Practitioner
- Current BLS certification
- Two years of supervisory experience in a medical clinic or college health setting.

Competencies:
- Strong verbal, written and oral communication skills
- Performance management and developing others
- Flexibility, change management, continual improvement and initiative
- Fiscal management and responsibility
- Collaboration, organizational communication and partnering skills
- Demonstrated commitment to diversity and inclusivity
- Demonstrated ability to establish and maintain strong working relationships within a highly diverse organization; team-oriented focus; and conflict resolution skills.
- Ability to manage multiple complex and concurrent tasks; a demonstrated commitment to customer service; effective problem-solving skills; demonstrated ability in effective management, supervision, and team-building; and an entrepreneurial orientation.

Preferred qualifications:
- Advanced practice nurse or physician provider with ability to practice medicine in the State of Colorado by date of hire.
- Drug Enforcement Agency (DEA) registration and prescriptive authority in the State of Colorado.
- Prescriptive authority in the State of Colorado.
- National certification as an Advance Practice Nurse (such as ANCC) or Board certification in Family Practice, Internal Medicine, Pediatrics/Adolescent Medicine, Emergency Medicine, Gynecology, or other college health appropriate ABMS-recognized medical specialty.
- Current BLS certification.
- Experience in practicing in primary/family practice clinic setting.
- Experience working in a college health setting.
• Some knowledge or experience working with accreditation standards.
• Increasingly responsible experience or leadership in a student health center.

**Salary range:** $95,000 - $144,000