Community Health Center (CHC) Operations and Care Integration Manager

Position Description

Reports to: Senior Director of Clinic Operations and Quality
Supervises: 1-2 staff members
Hours: 1 FTE
FSLA Status: Exempt
Date: 5/9/12
Approved By: Craig Hostetler, Executive Director

General Statement
The Oregon Primary Care Association (OPCA) is a private, 501(c)(3) membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers, Rural Health Clinics, Native American Health Clinics, and community-sponsored clinics with similar missions and governance.

Position Summary
The CHC Operations Manager works closely with OPCA Senior Director of Clinic Operations and Quality, the Technical Assistance (TA) team, and other management and community stakeholders. S/he develops and delivers OPCA’s technical assistance around numerous areas of operation, and in tandem with the clinical transformation TA team members. This position is responsible for developing, supporting, informing, and coordinating the following health center operational needs: quality assurance, compliance, adherence to the Bureau of Primary Health Care (BPHC) requirements, peer network coordination, and implementation of special projects related to improved operations. As part of this, the position specifically cultivates an understanding of recruitment, retention, and staff engagement focus in-line with the pursuit of the “employers of choice” goal. Additionally, the CHC Operations Manager is responsible for fostering integration of oral health in collaboration with community partners and with a focus on CHC delivery of dental services.

Overseeing 1-2 OPCA support staff members will be included, as OPCA grows and changes.

Key Duties and Responsibilities
1. Oversee and implement OPCA’s clinic operations support efforts.
   a. Ensure understanding of measures to achieve goals.
b. Imbed quality improvement infrastructure and methods, in combination with TA team experts.
c. Partner with TA team members to emphasis effectiveness, efficiency, sustainability, patient-centeredness, and staff engagement at every juncture.
d. Target sites that are struggling to be made sustainable, in combination with the CHC Financial Improvement Manager.

2. Coordinate needs and training related to achieving compliance with the 19 Bureau of Primary Health Care (BPHC) program requirements.
   a. Compile resources to meet requirements.
   b. Create web-based access to policies, procedures, plans, etc., and assuring currency of information.
   c. Develop and deliver/contract for delivery of learning sessions on board and executive staff requirements to be in Bureau compliance, in interaction with the TA team.
   d. Attain expertise in 2-4 areas of clinical operations.
      i. Need: assessments
      ii. Services: array of services, in scope, accessibility, agreements, cultural competence, special populations, continuity, sliding fees, quality assurance,
      iii. Management and Finance
      iv. Governance

3. Assume responsibility for grant-funded, specific operational-focused initiatives.

4. Create and oversee the oral health and behavioral health expanded focus including grants, site development, learning opportunities around best practices, as well as new and expanded opportunities to convene CHCs, OPCA, and partner organizations along the entire project continuum of project funding allocation, development and implementation, and assessment and measurement.
   a. Focus on DentaQuest Strengthening the Oral Health Safety Net, and Oregon Community Foundation SBIRT grant initiative.
      a. Create and oversee initiative work plans and corresponding curricula and training including pre-implementation engagement strategies
      b. Manage multi-site SBIRT pilot and dental metrics pilot in at least five CHCs
      c. Implement using data and established goals, transparency, coaching, and ongoing dialogue with funders and partner organizations
      d. Oversee daily operations, programming and pilot oversight, coalition building, collaborative relationship development, initiative meeting planning and facilitation,
      e. Communication with funders and partner organizations
      f. Complete required reporting requirements and work collaboratively with senior leadership in creation of funding requests for initial and ongoing funding opportunities.
   b. Conduct regular site visits and create coaching “group” visits around IBH and oral health.
5. Assume responsibility for the maintenance and organization of all peer networks, in combination with OPCA staff members.
   a. Ensure the creation/support of the CEO/Management network, QI network, CFO network, MA network, and Provider network (approach can vary).
   b. Assign OPCA staff members responsibility for each network, as direct facilitators.
   c. Directly manage the Dental Director/Dentists network and Behavioral Health network.
   d. Work with support staff to coordinate face-to-face opportunities 1-4 times per year.
6. Support the oversight and training regarding CHC staff recruitment and retention.
   a. Enrich and reinforce the understanding of organizational culture, employer of choice thinking, and staff engagement as a reflection of these key areas.
7. Play significant role in creating content for state-wide conferences, with the TA team.
8. Focus on CHC cost of services, quality of services, access to services, and attention to root causes of poor health, in combination with entire OPCA staff.
9. Contribute to the development of OPCA’s TA strategy plan and support implementation as new opportunities arise.

**Knowledge, Skills, and Abilities**
- Work collaboratively to create and implement organizational strategy
- Manage upcoming events, deadlines, and expectations
- Understand the core concepts and methods of CHC operations
- Manage change (advanced skill in change management is highly desirable)
- Understand the theory and application of a public health approach to community health
- Conduct some analysis and interpretation of health center data
- Create and maintain coaching relationships with health centers
- Develop and maintain effective relationships with organizational partners

**Education/Experience**
- Master’s degree from an accredited college or university in public health, public administration, health care management, or similar field is desirable
- Experience in a Community Health Center is required
- Expertise in quality assurance is required
- Expertise in managing multiple projects is desirable
- Expertise in personnel management is desirable

**Language Skills**
Fluency in written and spoken English is required. Fluency in Spanish helpful and other languages are appreciated.

**Travel Requirements**
Travel (both in-state and out-of-state) is required for this position. Must possess valid Oregon driver license and provide proof of insurance if using own vehicle, or if renting, must be insurable. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.
**Team Work Environment**
OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.

**Work Site**
Duties will be performed in both an office setting and out in Community Health Clinics. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during community events.

**Statement of OPCA Practices**
OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality.

OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

**REQUIRED SIGNATURES**
I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee________________________________________ Date__________________

Supervisor________________________________________ Date__________________