



313 Jefferson Ave  
Toledo, OH 43604  
419.720.7883 ext. 200

## **ASSISTANT DIRECTOR OF MEDICAL SUPPORT STAFF**

*Reports to Director of Medical Support Staff*

### **GENERAL FUNCTION:**

*This position functions as executive/administrative to ensure all medical clinical objectives are met with regards to medical services provided.*

*Responsible for development and implementation of new programs for NHA services. Acts as liaison to other community agencies. Responsible for management and continuity of Quality Assurance activity, acting as coordinator. Ensures federal requirements are met for Health Care Plan.*

### **DUTIES:**

- Assist Director in management of new clinical initiatives with providers.
- Assist the Director in the development of additional clinical site services to meet client needs.
- Assures clinic services are in alignment with patient needs, physician standards and agency mission
- Investigates need for new medical equipment; finds funding when necessary
- Reviews all reporting, makes analysis for changes; makes presentation to Director of Medical Support Services, Medical Director and CEO as required.
- Key member of the Quality Assurance committee, coordinates activities, follows agency required initiatives
- Ensures NHA follows federal requirements of reporting for Health Care Plan
- Ensure the policies and procedures for all medical support staff are followed on a consistent basis and following the disciplinary policy as needed if standards are not maintained.
- Development of school clinics in conjunction with Toledo Public schools;

- acts as liaison and contact person
- Provides availability for community outreach and acts as liaison; develops internal structure and staffing to support outreach needs
  - Maintains professionalism and confidentiality with staff and management
  - Oversees and reviews clinical statistics and reports for grant development and funding source audits
  - Provides sufficient staff contact to adequately supervise and evaluate skills and functioning of positions of direct report
  - Clearly communicates and reinforces agency mission, priorities and goals to staff
  - Participates and is available for medical and provider staff meetings
  - Assures staff compliance with NHA policies and protocols
  - Communicates clearly and assertively
  - Sees problems/issues/projects through to completion with attention to detail in a timely manner, meeting required deadlines
  - Works in conjunction with other medical, medical support, and management staff to provide a team approach to treatment
  - Represents NHA at functions as directed by the Director of Medical Support Staff
  - Other related duties as assigned

#### **QUALIFICATIONS:**

- Registered Nurse from an accredited school.
- Ohio licensed RN, BSN preferred.
- ANCC certified (American Nursing Credentialing Center), strongly preferred.
- Five (5) years experience in staff and program development
- Five (5) years experience in supervision/management with three (3) years experience managing complex, multi-specialty clinics.
- Three (3) years experience in community health nursing, success working in underserved areas.
- Ability to work independently.
- Computer literate (MS Word, XP, Excel, Power Point)
- Excellent verbal and written skills, (a writing sample will be requested)

- Ability to meet new challenges with a positive attitude, flexibility
- Proactive in seeking solutions/problem-solving.
- Initiative and ability to use sound judgment in the absence of specific orders
- Ability to work under demanding conditions.
- Good organization skills.
- Good, expedient decision maker.
- Thorough understanding of JACHO and Patient Centered Medical Home Requirements.
- Strong staff management skills, including the hiring and scheduling of staff.