



Job Title: Clinical Site Director
Department: Physician
Supervisor: Chief Medical Officer
FLSA Status: Exempt
Approved Date: 1-1-18

Position Summary

Oversees all aspects of medical care and training for CHCW. Performs medical duties as required and in compliance with the standards of care established by CHCW. The Clinical Site Director is the principle provider and has responsibility for clinical quality and safety of care delivered to our patients. This position proactively identifies opportunities to improve the patient and family experience of care and to improve the efficiency and effectiveness of resource use.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Key member of the organization's management team
 - a. Understands and executes the organizational strategic plan ensuring goals are met
 - b. Plans for the controlled growth, expansion and/or development of programs
 - c. Collaborates with the team to solve existing/anticipated Site & CHCW wide problems
 - d. Engaged in the formulation and revision of policies
 - e. Attends all site director meetings with the goal of integrating and standardizing clinical & non-clinical aspects of CHCW operations and services
 - f. Rounds monthly with direct reports and elevates common concerns to leadership
 - g. Communicates core organizational plans to their team
 - h. Provides leadership, vision and direction in developing new medical service delivery areas for their site and as appropriate for CHCW
 - i. Works closely with Chief Medical Officer to provide direction regarding all clinical issues
2. Collaborates with Clinic/Program Manager, Nursing Manager and Human Resources using a solutions-oriented approach to solve personnel issues in a timely manner. This includes performance failures, violations of standards of care and violations of cultural expectations or personnel policy.
3. Responsible for timely provider feedback and annual reviews with CMO's oversight. Develops and coordinates with CMO any required practice improvement plan and informs HR.
4. Ensures standardized clinical protocols developed by CHCW teams are communicated in a manner that is easily understood and can be followed by all clinical staff. With the Clinic/Program Manager, validates that these protocols are followed.

5. Participates in the recruitment of qualified clinical staff (Physicians, Advanced Practice Clinicians, Lead Registered Nurses, Clinic Managers) including interviewing and recommendations for hire. Lead decision maker for Site specific providers. Assists with the site specific orientation process to ensure consistency in training among all clinical providers.
6. Develops an internal QA program to maintain high quality patient care.
7. Responsible for removing barriers to achieving quality of medical care.
8. Together with the Clinic/Program Manager, ensures maximum staff and patient satisfaction through monitoring, development and execution of continuous improvement concepts and enhanced communication.
9. Directs, monitors and evaluates programs, revising and adapting as necessary and/or appropriate.
10. Provides overall direction and coordination of CME, training and support for health care personnel; chairs provider meetings and collaborates with Clinic/Program Manager for clinical meetings; assists in medical decision-making as requested and as necessary or prudent.
11. Demonstrates commitment to and understanding of CHCW's Culture and Mission to provide quality health care through service and education by modeling service excellence in all internal and external relationships and addressing culture deficits in staff.
12. Collaborates with Clinic/Program Manager on analyzing annual clinic budget.
13. In residency sites, works collaboratively with Program Director, Program Office Staff and Faculty to ensure quality clinical education for residents.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding

of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Leadership

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures; aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Graduation from an accredited medical school and WA state licensed medical provider. Prior experience as a Provider with a combination of education, training, and experience that equates to a minimum of two years, full time, professional activity in the field of medicine. Prior leadership roles are highly desirable.

Certificates, Licenses, Registrations

Washington state medical license and DEA certificate
Current CPR Certificate

Physical Demands

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 talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; sit and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date