



**TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)**

**PO BOX 768 • PORTERVILLE, CALIFORNIA 93258**

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**POSITION DESCRIPTION:  
DIRECTOR OF CLINICAL SERVICES**

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**Reports To:** Medical Director/CEO  
**FLSA Status:** Exempt  
**Revised Date:** 11/27/2017

**Prepared By:** Human Resources  
**Salary Grade:** DOE  
**Approval Date:** 11/29/2017

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**POSITION SUMMARY:**

Under the direction of the Medical Director or Chief Executive Officer, the Director of Clinical Services assists in the delivery of direct patient care services. The Director of Clinical Services is expected to utilize independent judgment and discretionary decision-making within their scope of practice in addressing needs within the clinic. The Director of Clinical Services works under the guidelines set forth by the Policies and Procedures, as well as the scope of practice for the Indian Health Service, and other regulatory governing agencies, including the California Board of Nurses. The Director of Clinical Services is responsible for supervising, managing and directing the nursing care services for the TRIHCI. The Director of Clinical Services provides leadership for the overall nursing care services which is an essential component to clinical care services of the clinic. The Director of Clinical Services is responsible and accountable for maintaining a safe patient care environment and using the performance improvement process to monitor, evaluate, and improve care. The work involves identifying and developing ways to resolve problems or cope with issues that directly affect the accomplishment of principle program goals and objectives (i.e., delivery of patient care). The Director of Clinical Services must be able to communicate well and be able to establish rapport with patient and their families. He/she must be sensitive to the needs of the Indian community; its cultures, traditions, behavior patterns, and background. The Director of Clinical Services must be familiar with the goals and objectives of the Health Center, also maintains genuine enthusiasm for the success of TRIHCI's health programs and consequently exercises a strong sense of stewardship in developing and maintaining community relations.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- a) Assists the clinical staff with daily patient flow.
- b) Responsible for overall managerial duties with planning, organizing, directing, and evaluating a comprehensive nursing program for TRIHCI.
- c) Responsible for establishing and implementing long and short-term policies, and program plans for nursing services. Monitors the nursing program plans. Prepares routine reports based upon program plans.
- d) Evaluates and adjusts organizational structures to accomplish TRIHCI Nursing Services goals.
- e) Keeps abreast on changing development, health care policies, directions, or practices and the changing health care needs of the population served.
- f) Responsible for nursing care and services compliance with HIPAA and Infection Control.
- g) Responsible and accountable for maintaining budget that include personnel, FTE's equipment, supply purchases, travel, training, care and services.
- h) Responsible for the oversight and completion of GPRA requirements.
- i) Works on a daily basis with the Medical Director, CEO and other key staff with responsibility for fully participating in management discussions, decisions, and policy making and sharing accordingly in management decisions/actions relating to nursing services or overall clinical services.

- j) Develops and implements plans for the improvement for the revision of present programs and services to meet the changing needs of patient population, and or the integration of health activities with other programs.
- k) Participates in the formulation of strategic planning which incorporates long and short term goals.
- l) Develops and implements internal program plans and procedures to ensure that subordinate staff implement the provisions of various state, CRIHB, I.H.S., and grants entities.
- m) Reviews and resolves staff grievances and serious employee and patient complaints as well as recommending disciplinary actions involving nursing staff as well as overseeing performance appraisals and recommendations for merit and promotion plans.
- n) Approves or rejects formal requests for promotions, reassignments, status changes, awards, selections, scheduling, time accountability etc.
- o) Conducts meetings with staff to explain work requirements, changes, methods and procedures as needed, gives special instructions on difficult or different activities, and answer technical questions about work assignments. Formulates and issues written instructions and procedures for non-routine or complex assignments, new or changed programs, functions, or processes.
- p) Supervises nursing staff including medical records, medical reception and lab assistants, who engage in performing a variety of nursing care, technical and supportive activities. Determines personnel needs and manages available resources to provide optimal patient care.

**Additional Responsibilities may include:**

- a) Participate in all required staff meetings including any necessary trainings.
- b) Perform general office duties or other responsibilities as needed and assigned.
- c) Must be willing and able to travel to different sites as necessary.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**KNOWLEDGE, SKILLS, AND ABILITIES**

- 1) Knowledge of: medical terminology, medical processes, and medical procedures sufficient to perform routine patient care;
- 2) Must have good communication skills, be able to effectively communicate with diverse populations, and be willing to convey responsibilities to patients and employees.
- 3) Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
- 4) Demonstrate professional competency in office and healthcare abilities, including the maintenance of client confidentiality.
- 5) Possess basic computer and database software operation knowledge, and demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
- 6) Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
- 7) Possess the ability to organize and follow one's own work schedule (i.e. setting priorities, being available during work hours, and meeting critical deadlines).
- 8) Possess the ability to perform well in group problem-solving situations and use reason even when dealing with highly emotional topics.
- 9) Possess the ability to become knowledgeable of health needs and services provided to the Indian community both on and near the reservation.
- 10) Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.

- 11) Possess the ability to deliver effective training and presentations on technical subjects to large and/or small groups of various educational and cultural backgrounds.
- 12) Possess knowledge of federal, state and local laws and regulations governing public health, principles of mental health. Laws and regulations relating to the practice of medicine and nursing;
- 13) Knowledge of causes, means of transmission and methods of control of communicable disease, principles and practices of diagnosis and treatment of common medical problems, child growth, and development.
- 14) A professional knowledge of nursing principles, practices and processes including the establishment of health and nursing care goals to plan and evaluate the nursing services in ambulatory care settings.
- 15) Ability to provide guidance, instruction and leadership to other personnel. Must recognize the different functions and motivations of various employees and groups in the health care delivery system; and ability to communicate effectively with each in order to gather information, present recommendations and coordinate services including meeting productivity goals, objectives and deadlines.
- 16) Must possess management ability including ability to delegate authority, evaluate, motivate people and programs, recognize and adapt to changing priorities.
- 17) Ability to respond to emergencies, disasters, and other crises by implementing emergency action plans including call back in these situations.
- 18) Stays up to date with guidelines including I.H.S., HIPAA, OSHA and HCFA standards, Corporate Compliance, and TRIHC policies, regulations, standards and procedures, professional journals and literatures ensuring quality assurance, workload reporting and safety, etc.
- 19) Knowledge and experience in financial management and manpower analysis for ambulatory care services.

**Supervisory Duties (if any):**

This position oversees the Outreach Supervisor/Nurse Coordinator, RN's, MA's, Lab Technicians, Medical Secretary, and Medical Records Clerks.

**EDUCATION AND/OR EXPERIENCE**

1. Bachelor's degree (BSN) from an accredited four-year nursing program required, Master's degree (MSN, MPH, MHA, etc.) preferred.
2. Minimum of two (2) years supervisory experience in clinical setting required, four (4) years supervisory experience preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS**

1. Valid registration and certificate as an RN issued by the California State Board of Registered Nursing Examiners, without restriction.
2. A current California driver's license and a good driving record are required for this position.
3. First Aid/CPR at ACLS level.
4. Current certification to perform Venipuncture and administer injections.
5. Must have a current IV certificate.
6. Valid phlebotomist certificate.

**CONTINGENCIES**

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

**Physical Work Environment:** *The description provided here is representative of those conditions in which the Director of Clinical Services will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Director of Clinical Services is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Director of Clinical Services will move throughout the health center to meet with supervisors and co-workers, and maintains direct patient/client contact. At times the Director of Clinical Services will work with other departments to make home visits or work at satellite sites as necessary. Consequently, the Director of Clinical Services must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Posses the ability to use standard office equipment to write, type, copy, fax, maintain E.H.R. or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 15 lbs repeatedly and up to 45 lbs intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required,
6. Possess the ability to push, bend and/or lift to help patients to/from vehicle, wheelchairs, stretchers, etc. and moving equipment and medical supplies.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, toxicants, and irradiants found on-site.

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**Disclaimer:**

*This position description lists the major duties and requirements for the Director of Clinical Services position as established by subject-matter experts and the Human Resources Manager at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.*

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**Employee Affirmation:**

*I have thoroughly read the attached position description for the position of Director of Clinical Services. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

Employee Name (Print)
Employee Signature
Date