

ASSISTANT DENTAL DIRECTOR

Department: Dental
Reports to: VP, Dental Services
Pecos

Date Prepared: July 2012
Location: Thornton,

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Assist the Dental Director in ensuring high quality care and building a dental practice able to meet the need for dental services within our community. To perform dental care and assist in the management of the administrative functions of the dental department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists the Dental Director with strategic planning and implementing care model, quality care including customer service, and clinical service standards.
- Works in coordination with the Dental Director and Dental Clinic Director to develop and implement organizational and clinical strategic plans.
- Recruits, trains, supports, supervises, and evaluates clinical dental staff.
 - Day-to-day direct supervision/coaching of Dental Hygienists, including hiring/firing authority and performance appraisals in coordination with the Dental Director and Lead Dental Hygienist. Manage the precepting of dental hygiene students.
 - Works with the Lead Dental Hygienist to assure hygienists' productivity and efficiency and evaluate hygienists' clinical quality.
- Supports orientation, education and training (assisted by Operations and HR), including EDR, for all dental staff and specifically the dental hygienists.
- Supports the management of dental outreach activities in coordination with Dental Director. Maximizes community linkages while acting as advocate for patients.
- Maintains own dentist clinical practice as defined by the Clinica guidelines and serves as a role model for other dentists.
- Maintains own administrative schedule as appropriate.
- Shares responsibility with the Dental Director, Dental Clinic Director, Lead Hygienist, and other staff to assure an appropriate clinical interface between dental sites and sites where hygienists are co-located with clinical staff.
- Responsible for appropriate management of complaints directed at dental team, involving Dental Director as appropriate

ASSISTANT NURSING DIRECTOR

Department: Nursing

Date Prepared: February 2015

Reports to: Director of Nursing and Clinical Team Development

Location: all sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education, and preventive services possible. We embrace the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as Assistant Nursing Director (AND) for Clinica Family Health in order to provide clinical nurse supervision and facilitate nursing services practice and initiatives. This job includes support for clinical nursing issues and management of our NTM's in order to provide the highest level of continuously improving quality nursing care, health education and preventive services to our patients, their families and the community. This job is responsible for implementation and spread of the organization's nursing policies, initiatives, procedures and protocols to assure patient safety in nursing practices and continuous nursing excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Direct clinical supervision for Nurse Team Managers
- Assist NTM's to support, coach, and appraise clinic nurses, including new nurse and annual clinical performance reviews. Assist nurse team to effectively manage and document co-visits and complex care management within Clinica's PODS 2.0 care team model.
- Assist the Director of Nursing and Clinical Team Development in the development of policies and procedures related to the delivery of best nursing practice patient care
- Responsible for Nurse and MA standardization and training in support of clinical best practice and Clinica Family Health Services polies and procedures.
- Work closely with Director of Nursing and Clinical Team Development and Nursing Services Manager to assess, develop, and evaluate performance of clinical skills of Nurse Team Managers.
- Maintain a synergistic and collaborative relationship with the Clinic Operations Directors and Clinic Medical Directors to provide seamless support to the pods.
- Attend the Clinic Leadership Meetings and huddles as needed.
- Assure consistent excellence around clinical aspects of regulatory programs such as VFC, CLIA and OSHA.
- Partner with other Nursing Services staff to ensure consistency and compliance of nursing health care across all sites.



BEHAVIORAL HEALTH PROFESSIONAL

Department: Medical

Date Prepared: January, 2014

Reports to: Clinic Medical Director and Behavioral Health Program Manager

Location: People's, Lafayette, Pecos, Federal Heights and Thornton

OVERALL PURPOSE:

To uphold Clinica Family Health Services' mission to serve the medically underserved by developing and implementing enhanced patient mental health, maternity, chronic disease, health education and self management programs to achieve the highest level of quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Partner with other providers to encourage and help patients receive the behavioral support necessary to impact their overall health.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides brief intervention and consultation in real time to patients and interventions provided are helpful to both patients and referring members of the care team.
- Responsible for the Assessment, treatment planning and episodes of brief, goal focused therapy for established Clinica patients.
- Actively participates and utilizes supervision feedback (both from the CMD and the BH Program Manager) to improve patient care.
- Responsible for crisis intervention counseling as referred by providers. Acts as a consultant to other staff on skillful and effective intervention with patients, including crisis intervention.
- Manages/monitors mental health referrals to CMHC's for patients with higher behavioral health needs.
- Responsible for resolving conflicts in a professional manner and is a model for strong interpersonal communication skills with all staff.
- Manages and strives to achieve the target number of patient encounters and satisfies minimum documentation requirements for all services rendered.
- Responsible for follow-up of high-risk patients, especially patients with depression as indicated by the depression registry's targeted outcome measures.
- Functions as a group visit team health educator, specifically for patients with chronic pain, depression and anxiety.
- Coordinates care for complex patients with co-morbid mental and physical health conditions.
- Demonstrates knowledge of annual universal depression and substance abuse



BEHAVIORAL HEALTH PROGRAM MANAGER

Department: Medical
Reports to: Director of Accountable Care

Date Prepared: March 2013
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Assist the Director of Behavioral Health in the development of behavioral health programs and, in collaboration with the Vice President of Clinical Affairs, Clinic Medical Directors and Clinic Directors, serve as programmatic coach and leader for the behavioral health professional staff who work delivering the behavioral health programs on the pod delivery teams. Lead the department to provide the highest level of continuously improving integrated behavioral and physical health care for patients of Clinica Family Health Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- In collaboration with the Clinica Medical Directors at each site, provides day-to-day direct supervision/coaching of Behavioral Health Professionals
- Provide direct behavioral health services approximately 8 hours per week
- May provide clinical supervision to behavioral health professionals
- Assure integration of the clinical services into needed programmatic and site collaborations. Work with the Director of Behavioral Health and Clinic Medical Directors to implement a shared vision of integrated behavioral health services and provide leadership.
- Assure successful implementation of all on-site Behavioral Health program requirements.
- Under the direction of the Director of Behavioral Health develop and oversee all programmatic aspects of behavioral health services.
- Plan, test, measure and spread throughout Clinica Family Health Services innovative approaches to improving health outcomes through behavioral health integration, brief cognitive and solution focused therapy, using self-management techniques and other creative health improvement approaches.
- Work closely with the Director of Behavioral Health and Clinica Family Health Services Development team to develop grant proposals related to, and report results on, enhanced clinical service programs so as to increase the funding base for these critical services.
- Develop and coordinate population based analysis and quality control of planned care data including collecting and benchmarking patient outcome data with our peers to determine the need for further quality improvement.



BUSINESS INTELLIGENCE DIRECTOR

Department: Strategic Support

Date Prepared: December 2012

Reports to: Vice President, Strategic Support

Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The Director of Business Intelligence (BI) has primary responsibility for managing the day-to-day operations of the BI team. He/she will be responsible for all staff and technical managerial decisions. The Director will partner with the VP of Strategic Support to establish and execute a vision for the delivery of information and analytic solutions to the organization. The Director is responsible for executing this vision through the design and oversight of an enterprise-wide data warehouse, the development, deployment, and adoption of business intelligence and reporting tools; and the delivery of reporting and analytical solutions. Responsibilities will also include defining the needs of key stakeholders as they relate to information reporting, analysis, and distribution, and then using the resources of the Business Intelligence team to deliver solutions that meet or exceed these expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Define, articulate, and deliver the information, reporting, and analytical needs of Clinica's staff.
- Analyze and prioritize needs.
- Develop, communicate, and execute a vision for meeting stakeholder's needs.
- Develop and communicate goals, strategies, tactics, project plans, timelines, milestones, and key performance metrics.
- Communicate plans and progress with senior management on a regular basis.
- Develop and manage the Business Intelligence team's budget to ensure required resources are available.
- Develop, direct, coordinate and evaluate staff.
- Keep current with the direction of the business and the needs of internal customers.
- Establish and maintain excellent inter-department communication so that roles, requirements, dependencies, decisions, and work processes are clearly articulated and understood.
- Be proficient in all aspects of BI and Information Management processes, technologies and architectures such as
- BI delivery mechanisms: portals, thin/thick clients, email/mobile phone alerts, etc.
- BI tools such as report builders, ad-hoc queries, dashboards, data mining and predictive

CANCER SCREENING PROGRAM CASE MANAGER

Department: Operations
Reports to: Operations Program Manager

Date Prepared: July 2013
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Assure an effective and efficient process is available and managed for patients who are eligible for the Cancer Screening Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains up to date knowledge of CCHN Cancer Screening Program (Komen), Women's Wellness Connection (WWC), and Colorectal Cancer Screening Program (CCSP).
- Ensure sites get appropriate and sufficient communication about program status and updates
- Ensures all relevant data is entered accurately and timely into the Colorado State eCaST system for WWC grant this includes relevant medical histories, clinical results, contact attempts and referral information.
- Oversees preparation of annual Memorandum of Understandings for all vendors contracted with Clinica to provide services under the Clinica Cancer Screening Program (CCSP).
- Meets with vendors when necessary to solve access and financial issues.
- Attend Komen Coalition meetings for both Denver and Boulder.
- Meet with sites weekly to review WWC reports and BI Tool Cancer Screening Reports. Hold sites accountable in following Clinica's Cancer Screening policies and procedures. Case manage patients especially those with abnormal or positive results.
- Lead enrollment process for BCCP eligible cases in a timely and effective manner.
- Hold annual refresher trainings for all sites related to the programs in general and Clinica's policies and procedures.
- Participate in new employee orientations to ensure all employees understand their role in the CSP.
- Monitors all referrals being tracked the CCSP.
- Collects data and writes reports monthly to be submitted to the Operations team.
- Prepares monthly reports for CCHN on all CCSP Komen patient services provided by Clinica as well as all results by patient of screenings per CCHN reporting guidelines



CASE MANAGER

Department: Operations

Last Revised: January

2015

Reports to: Clinic Operations Manager,

Location: All Clinics

OVERALL PURPOSE:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Engage patients around self management through screening, education, goal setting, care coordination and continued follow up.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HEALTH AND HEALTH RISK SCREENING:

Health risk assessments (HRA) are a health questionnaire, used to provide individuals with an evaluation of their health risks and quality of life. The role of the Case Manager is to conduct a variety of screenings, evaluate the health and health risk indicators and determine the psychosocial needs and barriers of the patient based on the screening.

CARE COORDINATION:

Organize patient care activities and sharing of information among all of the participants concerned with a patient's care to achieve safer and more effective care.

- Chronic disease registry management
- Supports complex care management activities as directed by the PCP, RN, BHP
- Facilitate transfer of higher-acuity patients to BHP
- Link patients to community resources based on needs identified in health and health risk screenings

HEALTH COACH:

Engage with patients to clarify their needs and barriers, explore options and assist with self management goal setting for optimal health. The goal of health coaching is to use to help patients improve their health by increasing their knowledge or influencing their attitudes and behaviors through Motivational Interviewing.

- Engage identified patients in chronic disease self management and goal setting
- Facilitation of patient-group discussions:

CHIEF EXECUTIVE OFFICER

Department: Administration
Reports to: Board of Directors

Date Prepared: Oct 2004
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide leadership, vision, direction and administration of all aspects of clinic activities to ensure accomplishment of its objectives. The CEO, who reports directly to the Board of Directors, supervises all department administrators, and oversees the activities of all clinic staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves on the governing board and is responsible for developing and implementing the clinic's mission and strategic plan.
- Provides leadership in developing, planning and implementing the clinic's business plans with the Board of Directors.
- Recommends, develops, implements and updates strategic long-and short-range plans to support the clinic's values and goals.
- Informs the board about current trends, problems and medical activities to facilitate policy-making.
- Participates in and coordinates the selection and training of new board members.
- Responsible for the efficiency of the overall clinic operation, including oversight of the business and financial affairs of the clinic and fiscal stability management, operational effectiveness, human resource management, compliance with regulatory agencies governing health care, and the fulfillment of the community's need for quality health care.
- Delegates authority and responsibility to management team members.
- Develops plans and budgets for addressing community/agency needs and opportunities as they arise for submission to the Board of Directors.
- Develops agency funding resources.
- Establishes, secures approval and oversees clinic operating policies and procedures as per governing Board of Directors.
- Oversees the applications for all grants and related financial matters of the clinic.
- Serves as a liaison and channel of communication between the board and its committees, the medical and administrative staff.
- Completes all required reports.

CLINIC DENTAL DIRECTOR

Department: Dental

Date Updated: January 2015

Reports to: Vice-President of Dental Services

Location: Thornton & Pecos Dental Clinics and Boulder County Hygienist on the Pod Program (This will later be changed to have a JD for Adams County and Boulder County)

OVERALL RESPONSIBILITIES:

To uphold Clinica Campesina's mission to serve the medically underserved by providing the highest level dental practice while embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for providers, providing the highest level of continuously improving quality dental care, health education, and preventive services possible. This individual provides senior leadership at the site, partnering with the Dental Operations Director

{TITLE???) to assure organizational key result areas are achieved. To perform dental care in the diagnosis and treatment of patients in addition to the administrative functions of planning and directing all dental programs at the site level.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in strategic planning and implementation of the planned care model and its applications for the dental program.
- Implement the strategic and tactical business plans into dental practice strategic and operational plans.
- Assists with the clinical responsibilities regarding deliverables on grants and Total Quality Management.
- Maintains own clinical practice as defined by Clinica Family Health Services guidelines.
- Provides care in the following disciplines of general dental practice: diagnosis, preventative dentistry, operative dentistry, pedodontics, periodontics, removable prosthodontics, endodontic, fixed prosthodontics, oral surgery, and orthodontics.
- Maintains own administrative schedule as appropriate.
- Maximizes community linkages while acting as advocate for patients.
- Provides day-to-day direct supervision/coaching of all dental providers at the site, the Dental Hygiene Team Manager, and (in partnership with the Dental Operations Director) the Dental Assistant Team Managers' clinical functions, including recruiting, training, and supporting with hiring/firing authority and performance appraisals.
- Oversees completion of all biannual credentialing and privileging for site dental providers.
- Oversees site dental team's (including dental providers and clinically-oriented support staff's) performance towards clinical quality outcomes.

CLINIC DIRECTOR - DENTAL

Department: Dental
Reports to: Vice President of Operations
Pecos

Date Prepared: June 2012
Location: Thornton/

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide senior leadership in Clinica's dental department and manage all aspects of each site's dental care delivery system, excluding direct patient care and clinical protocols which is led by the VP of Dental Services. Serve as coach and leader for the dental clinics, to problem solve and trouble-shoot operational issues at the site and provide support so the dental pods run effectively and efficiently at a strategic and tactical level, and assure operational consistency at all the dental sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide senior level leadership at the site.
 - Assure safe and well maintained facilities.
 - Form an effective partnership with the VP of Dental Services to develop and maintain high standards in dental operations.
 - With the executive team, develop company-wide and department specific goals and objectives designed to meet Clinica's mission and vision.
- Provide day-to-day direct supervision/coaching of dental office technicians including hiring/firing authority, time card management, competency assessments and performance appraisals
- Partner with the Dental Director to co-supervise Dental Assistant Team Managers
- Coordinate staff and provider schedules (in conjunction with the Central Provider Scheduler).
- Direct orientation, education and training of new site staff in non-clinical activities (assisted by HR). Oversee that building orientation is administered for all new staff, visitors and volunteers.
- Partner with DTM to assure high functioning teams and systems at all sites.
- Assure that the administrative requirements of Finance, IT, HR are met at the site and serve as the primary contact for Pharmacy, Finance, HR, IT and other departments assuring that site- level department wide functions are handled appropriately.
- Oversee and assure HIPAA, CLIA, OSHA, Safety, and JCAHO requirements are met at the sites.
- Maintain high customer service standards

CLINIC MEDICAL DIRECTOR

Department: Medical
Reports to: Vice President, Clinical Affairs

Date Prepared: December 2006
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for providers, providing the highest level of continuously improving quality medical care, health education and preventive services possible. This individual provides senior leadership at the site. Partnering with the Clinic Director to assure organizational key result areas are achieved

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides day-to-day direct supervision/coaching of all Clinicians at the site, including recruiting, training, and supporting with hiring/firing authority and performance appraisals.
- Assists in strategic planning and implementation of planned care model.
- Assists with clinical responsibilities including customer service, quality of care and service standards.
- Assists with the management oversight of performance standards within the clinic site to include pharmacy.
- Assists with the clinical responsibilities regarding deliverables on grants and Total Quality Management.
- Maintains own clinical practice as defined by the Clinica Campesina guidelines.
- Maintains own administrative schedule as appropriate.
- Maximizes community linkages while acting as advocate for patients.
- Shares responsibility with the VP, Clinical Affairs, Clinic Managers and other staff assuring an appropriate clinical interface between clinical sites.
- Responsible for appropriate management of complaints directed at the clinician team involving the Clinic Director when appropriate.
- Demonstrates knowledge of the principals of growth and development over the life span.
- Oversees completion of all biannual credentialing and privileging for site clinicians.

CLINIC NURSE

Department: Operations/Nursing
Reports to: Operations/Nursing

Date Prepared: April 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide direct nursing care to our patients, assist the providers and pod team members and provide support to the Nurse Team Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist Nurse Team Managers with pod patient flow, including nurse visits, co-visits, and group visits.
- Utilize nursing process; provide professional nursing care in a clinic setting.
- Assist in establishing nursing care plans; participate as member of health care team planning for and providing optimal patient care.
- Provide safe, comfortable, therapeutic environment for patients and families.
- Educate patients on prevention of disease and promotion of health maintenance.
- Identify changes in clinical signs and symptoms in life threatening situations and initiate appropriate measures.
- Evaluate outcome of patient care, consult with other professionals as required, and adjust nursing care processes as necessary to ensure optimal patient care.
- Maintain own daily schedule of patients.
- Assist other members of team.
- Administer medications.
- Assist with OSHA, CLIA and the Cancer Screening Programs.

ADDITIONAL DUTIES AND RESPONSIBILITIES FOR PODs 2.0:

- Participate as member of health care team, planning for and providing optimal patient care.
- Provide direct patient care through nurse visits and the use of nursing protocols.
- Provide co-visits in collaboration with providers and medical assistants. Responsibilities include initial assessment, documentation and patient education.
 - Co-visit visits are acute visits that include but are not limited to ear pain, rash, blood pressure check, cough and colds symptoms, and UTI's, etc.
- Provide patient education at medical appointments including anticipatory guidance, information about chronic care, disease prevention and the promotion of health maintenance.

CLINIC OPERATIONS DIRECTOR

Department: Operations
Reports to: Vice President, Operations

Date Prepared: January 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Assure that the site operates effectively, efficiently and consistent with the Clinica model of care delivery, focusing on Clinica's mission and vision and the Key Results Areas and Goals included in the strategic plan. Provide senior leadership at the site and manage all aspects of the site's health care delivery system, excluding direct patient care and clinical protocols which is lead by the site Clinic Medical Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide senior level leadership at the site.
 - With the executive team, develop company-wide and site specific goals and objectives designed to meet Clinica's mission and vision.
 - Lead the site leadership team and site staff to meet organizational goals.
 - Assure safe and well maintained facilities.
 - Form an effective partnership with the Clinic Medical Director, to assure the delivery of high quality primary and preventative health care services.
- Provide day-to-day leadership and direct supervision to the Clinic Operations Manger, Administrative Assistant (if applicable), Case Managers (if applicable), Referral Case Manager (if applicable) and the operational responsibilities of the Nurse Team Managers.
- Assist the Vice President, Operations in the development of policies and procedures related to operational systems and assure that pod staff receives adequate training to implement these policies and procedures.
- Assure site has a well functioning group visit program.
- Assure that the administrative requirements of Finance, IT, HR are met at the site.
- Oversee and assure HIPAA, CLIA, OSHA, Cancer Screening, Safety, ROAR, and JCAHO requirements are met at the sites.
- Maintain Clinica's model for care delivery. Assure site operations are consistent with the model and with those at other sites, follow proper channels to recommend system-wide changes, or justify why site should operate differently.
- Working with the finance department, prepare the site's annual budget and achieve budgetary goals and objectives.



Department: Operations
Reports to: Clinic Director

Date Prepared: June 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for the clinic, to problem solve and troubleshoot operational issues at the site and provide support so the pods run effectively and efficiently at a strategic and tactical level, and assure operational consistency at all the sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(See Competency Assessment for detailed list of duties)

- Day-to-day direct supervision/coaching of Office Technicians, Pharmacy Technicians, Medical Records, and Clinic Operations Technicians, including hiring/firing authority and performance appraisals.
- Orientation, education and training of new site staff in non-clinical activities (assisted by HR). Oversee that building orientation is administered for all new staff, visitors and volunteers.
- Provides Clinical administrative support:
 - Manages provider's schedules, including opening/blocking of weekly schedules and tracking of leave requests.
 - Creates and maintains clinician schedules.
 - Partners with Nurse Team Manager to assure high functioning teams and systems.
 - Coordinates with Nurse Team Manager to schedule alternative visits.
- Manages facility and equipment:
 - Manages all administrative and clinical equipment maintenance and repairs.
 - Coordinates resolution of IT and phone problems with IT staff.
 - Conducts bi-annual site safety inspection and safety drills.
 - Works with Axis Management to complete repairs and inspections.
- Oversees patient collections, safety, customer service and operational duties:
 - Cash collection and deposits to assure cash deposits are properly completed daily
 - All administrative tasks associated with the VFC, CLIA, OSHA, CWCCI and other programs, including managing injectibles and immunizations.
 - Conducts and/or oversees weekly, biweekly, and monthly audits on operating procedures, encounters and charts.



Department: Operations
Reports to: Clinic Operations Manager

Last Update: June 2010
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as a clerical assistant and support to the Clinic Operations Manager and Nurse Team Managers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide back up to the Clinic Operations Manager (COM) position, signing for vendors, authorization to sign for and monitor employee time keeping when the Clinic Operations Manager is out of the office.
- Administrative duties:
 - Distribute payroll checks. Open and distribute mail.
 - Order medical and office supplies and maintain inventory and storage areas.
 - Make bank deposits.
 - Maintain patient education materials.
 - Assist COM in maintaining JCAHO Compliance. Complete CLIA and OSHA daily, weekly and monthly tasks. Receive VFC vaccines, unpack, and maintain proper storage.
 - Assist with audits.
 - Complete routine safety checks.
 - Assists with site inventory and stocking for the ROR program.
 - Responsible for minutes for site meetings as assigned by the Clinic Director or Clinic Operations Manager.
 - Coordinate and ensure administrative documents and perform data entry for cancer screening program.
 - Vaccine management
 - Other miscellaneous clinic duties.
- New employee orientation:
 - Assist COM in training new employees and continuing education with current employees on operating procedures.
 - Block providers' scheduled and/or update provider templates as directed by the COM.
 - Assist with initial orientation of new employees (building tours, OSHA

CLINIC TRIAGE NURSE

Department: Operations/Nursing
Reports to: Operations/Nursing

Date Prepared: Nov 2014
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide nursing care to our patients over the phone and assist the providers and pod team members in providing quality care to our patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Telephone Triage:

- Using standardized nurse triage protocols (manuals & protocols), review and respond to patient messages or calls respectfully/appropriately, assess symptoms properly, and provide appropriate guidance for follow-up based on patient needs and acuity.
- Provide culturally appropriate & evidence based education to patients about how to manage their symptoms
- Schedule appointments and discuss the needs of patients with pod team members.
- Participate as member of health care team, planning for and providing optimal patient care.
- Manage patient tasks and patient/provider follow-up with assistance from team.
- Accurately document patient care in electronic health record.
- Utilize nursing process; provide professional nursing care over the phone.
- Evaluate outcome of patient care, consult with other professionals as required, and adjust nursing care processes as necessary to ensure optimal patient care.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with our Compliance Officer in upholding our Compliance Plan
- Performs other duties and responsibilities as required.

**Department: Finance
2013**

Date Prepared: September

Reports to: Revenue Cycle Management

Location: Multiple

OVERALL RESPONSIBILITIES:

To uphold Clinica's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to efficiently, effectively, and accurately convert patient encounters into reimbursable claims for timely payment from Clinica's payer mix.

Accept charges, review, analyze, and code diagnostic and procedural information that determines Medicaid, Medicare, CHP+, and private insurance payments. The position will require review of ICD- 9-CM, CPT, CDT and HCPCS coding for procedures performed by Clinica Providers and Clinical team and documented in the Electronic Health Record (EHR).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The key responsibilities of departmental ownership and accountability are as follows:

General Leadership

- Maintain a positive attitude and fun work environment for fellow staff resulting in teamwork and productive collaboration with the site Operations and Clinical teams
- Overall accountability for the execution of the encounter to claim conversion process at the assigned site (coverage for other sites as needed)
- Act as the billing and coding expert for the assigned clinical site
- Act as a positive representative, influencer, and valuable contributor to external organizations such as CCHN and NAHC when requested

Operational Objectives

- Maximize Program Revenue:
 - Minimize claims cycle-times, defects and rework
 - Ensure accurate and complete coding daily
 - Eliminate Missing & Incomplete encounters daily
- Providing exceptional customer service to Clinica's providers, clinic operations team, patients and to the Finance team's other internal customers



**Department: Strategic Planning
2013 Reports to: Director of Process Improvement
Administration**

**Date Prepared: March
Location: Lafayette**

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: work with the Director of Process Improvement (DPI), with clinical support from the Vice President of Clinical Services (VPCS), to develop, sustain, and provide oversight to Clinica Family Health Services's quality improvement program. The Clinical Quality Manager has comprehensive knowledge and is fluent in the techniques of system design, reengineering, project management, quality improvement, outcomes measurement, and statistical analysis. The Clinical Quality Manager will be responsible for implementation and follow-up of quality improvement initiatives throughout the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Collaborates with the DPI to develop the annual Quality Improvement Plan.
- Implements the Quality Improvement Plan in accordance with Clinica Family Health Services's mission and strategic goals, federal and state laws and regulations, and Joint Commission accreditation standards.
- Organizes all auditing procedures for quality improvement workplan.
- Maintains a leadership role on the Quality, Risk Management and Safety Committee (QRS), including chairing monthly meetings, developing the quality improvement strategic plan and workplan.
- Liaison to the Board of Directors on quality improvement initiatives (quarterly reporting).
- Clinical quality lead for the performance improvement standards of Joint Commission.
- Develops quality improvement aims with clinical leaders, then defines measures of success and leads rapid cycle tests of change.
- Serves as the expert quality coach to Clinica Family Health Services teams who lead or facilitate quality improvement activities. Provides clinical project management, data analysis and measurement of outcomes, documentation and results reporting of quality improvement initiatives.
- Applies and teaches quality improvement methods (identify opportunities for improvement, understand work processes, Failure Mode and Effects Analysis, identify the root causes of variation, develop feasible change options, implement the changes, measure the impact/resulting improvement, and act to hold the gain or make further changes)

CM-CLINIC OPERATIONS MANAGER

Department: Operations
Reports to: Clinic Director

Date Prepared: October 2013
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for the clinic, to problem solve and trouble-shoot operational issues related to case management at the site and provide support so the pods run effectively and efficiently at a strategic and tactical level, and assure operational consistency at all the sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(See Competency Assessment for detailed list of duties)

- Day-to-day direct supervision/coaching of Case Managers, including hiring/firing authority and performance appraisals.
- Orientation, education and training of new site staff in non-clinical activities (assisted by HR). Oversee that building orientation is administered for all new staff, visitors and volunteers.
- In conjunction with other site COMs, provides Clinical administrative support:
 - Manages provider's schedules, including opening/blocking of weekly schedules for short term requests.
 - Partners with Nurse Team Manager to assure high functioning teams and systems.
 - Coordinates with Nurse Team Manager to schedule alternative visits.
- Monitors staff performance related to key measures and works with CM team to meet goals.
- Oversees the site group visit program, actively assessing the quality and flow of groups and initiating new groups as necessary.
- Oversee CM staff related to PN+ and ACO programs.
- In conjunction with other site COMs, primary contact for Pharmacy, Finance, HR, IT and other Department assuring that site-level department wide functions are handled appropriately.
- Actively seeks out initiatives for quality improvement:
 - Develops and implements operations related procedures and training.
 - Writes up, reports and follows up on all incidents that are operational in nature.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment:



CERTIFIED CODING AUDITOR/EDUCATOR

Department: Finance
Reports to: Revenue Cycle Supervisor

Date Prepared: October 2013
Location: Multiple

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to perform audits of the documentation and posted CPT codes of a sample of billed claims to determine whether services ordered by providers are rendered to patients and are accurately billed and supported by the documentation in the clinical medical record. These reviews may be retrospective or concurrent in nature (if concurrent, the bill will not have been submitted to the insurance payer). The auditor will be required to gather data for interpretation and identifies unfavorable trends and will facilitate recommendations to improve procedures, strengthen controls, enhance revenue and improve cash flow in addition; training will be conducted, as needed to help ensure improved accuracy of billing/coding documentation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The key responsibilities of departmental ownership and accountability are as follows:

General Leadership

- Maintain a positive attitude and fun work environment for fellow staff resulting in teamwork and productive collaboration with the site Operations and Clinical teams
- Act as the billing and coding expert for the organization
- Act as a positive representative, influencer, and valuable contributor to external organizations such as CCHN and NAHC when requested

Operational Objectives

- Maximize Program Revenue:
 - Minimize claims cycle-times, defects and rework
 - Ensure accurate and complete coding daily
 - Eliminate Missing & Incomplete encounters daily
- Providing exceptional customer service to Clinica's providers, clinic operations team, patients and to the Finance team's other internal customers

External Reporting & Compliance

- Execute daily workload within full compliance of state and federal billing regulations

CODING MANAGER

Department: Finance
Reports to: Revenue Cycle Director
December 2014 Location:

Date Prepared: April 2013
Updated:
Lafayette Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to ensure complete and correct documentation and coding to produce clean claim output, provide effective leadership and oversee the duties and functions of the Coding staff and ensures that they are carried out with accuracy, timeliness and confidentiality to ensure Clinica's full compliance with federal and state requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage Coding staff in a centralized billing environment fully integrated part of the Clinic team. Assure the values that a centralized system brings (networking, collaboration between front/back end staff) is maintained in this process. Assure clinical, operational and financial department expectations for this role are met in the integration plan.
 - Assure billers are fully trained on the EPM and EHR systems, to maximize their ability to correctly review, process and code encounters.
 - Act as a mentor and coach for newly certified CPC staff, to educate them in coding/auditing and ready them for ICD-10 certification.
 - Work with Billing Manager to assure front end processes support reimbursement team needs.
- Lead organization in ICD-10 Implementation and preparedness training.
- Oversee charge entry functions in EPM environment to include management of upfront claim edits and assuring correct procedure and diagnosis codes are correctly maintained and added in the EPM system.
- Develop and manage coding education program for clinical and billing staff with Senior Coding Auditor and Educator.
- Responsible for assuring Coding Compliance Plan is followed through. This plan includes regular audits and reporting of clinical documentation audits, billing and

COMMUNICATIONS CENTER DIRECTOR

Department: Operations
Reports to: VP of Operations

Date Prepared: July 2013
Location: Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work
- Hospitality

This job exists to: The purpose of this position is to ensure a smooth running call center. To serve as a coach to managers, to problem solve and trouble shoot issues in the call center, to ensure a high level of customer service and to provided a quality improvement approach to call center management. This position is the link between the call center and sites. It exists to facilitate the appropriate scheduling of appointments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assess the needs of the Communications Center staffing levels and ensure that appropriate FTE needs are communicated to the VP of Operations.
- Develop plans for staffing shortages, including, but not limited to: vacancies and call offs.
- Ensure that the Communications Center staff is trained on and following Clinica scheduling guidelines to facilitate advanced access and continuity.
- Implement the appointment schedule on a daily, weekly, monthly basis to ensure that scheduling practices are followed.
- Develop, write, implement and monitor Communications Center related procedures.
- Responsible for having a working knowledge of the phone system and system reporting software.
- Coordinate resolution of IT and phone problems with the IT Department and outside phone vendor.
- Establish and maintain Communications Center performance goals.
- Perform audits, prepare reports and develop quality improvement plans based on Communications Center performance data.
- Oversee that audits are performed and ensure that performance issues are addressed.
- Manage and coach the Communications Center Managers to meet strategic performance goals.
- Maintain a collaborative working relationship with all sites leadership to ensure the phone needs of the organization are being met.

COMMUNICATIONS SPECIALIST

Department: Operations

Date Prepared: February 2015

Reports to: Communications Specialist Manager Location: Pecos Communications Center

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health's mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Ensure incoming calls are handled professionally, courteously and efficiently and callers have their needs met and satisfying experience when calling Clinica Family Health

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer incoming calls professionally.
- Verify and update patient demographics with each patient related call as needed.
- Screen callers to determine needs.
- Schedule, cancel, confirm or reschedule appointments according to the scheduling guidelines.
- Transfer calls to the clinics according to protocol.
- Answer caller questions according to protocol.
- Take and forward messages to the appropriate party.
- Provide exceptional customer service to all callers.
- Maintain cultural sensitivity when dealing with customers and coworkers.
- Respond to customer inquiries.

OTHER DUTIES AND RESPONSIBILITIES:

- My Clinica Connection email duties
 - Respond professionally and in a timely manner
 - Comprehend emails to determine customers needs
 - Route emails according to protocol
- Work E-Confirmation and Voice Mail appointment cancellations in a timely manner
- Assist other departments with office duties during lower call volume periods.
- Act as a team player in all work situations.
- Always consider "what is the right thing" when making a decision.
- Look for ways to improve job quality and create a fun work atmosphere.



COMMUNICATIONS SPECIALIST MANAGER

Department: Operations

Date Prepared: February 2015

Reports to: Communications Center Director

Location: Pecos Communications Center

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health's mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to ensure a smooth running Communications Center. To serve as a coach to staff, to problem solve and trouble shoot issues in the Communications Center and to provide a quality improvement approach to Communications Center management. This position is the link between the Communications Center and the sites. It exists to facilitate the appropriate scheduling of appointments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Handles calls during peak call periods
- Implement the appointment schedule as provided by Clinic Operations Director on a daily, weekly, monthly basis to ensure that scheduling practices are meeting the organizations objectives around scheduling and payer mix.
- Responsible for having a working knowledge of the phone system and system reporting software including the ability to edit messages as needed.
- Coordinate resolution of IT and phone problems with the IT Department and outside phone vendor.
- Maintain a collaborative working relationship with all sites, ensuring the phone needs of the organization are being met.
- Support Communications Center Director with developing, writing, and implementing Communications Center related procedures.
- Perform audits, prepare reports and develop quality improvement plans based on Communications Center performance data.
- Complete all paperwork required for the hiring and supervision of staff.



COMPLIANCE OFFICER

**Department: Human Resources
2013**

Reports to: VP, Human Resources

Date Prepared: February

**Location:
Administration**

OVERALL PURPOSE:

To uphold Clinica Family Health Services' mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, while embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The Compliance Officer establishes and implements an effective compliance program to prevent illegal, unethical, or improper conduct. The Compliance Officer monitors and reports the results of the compliance and ethics efforts of the company and in providing guidance for the Board and senior management team on matters relating to reporting and compliance. The Corporate Compliance Officer, together with the Corporate Compliance Committee, is authorized to implement all necessary actions to ensure achievement of the objectives of an effective compliance program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops, initiates, maintains, and revises policies and procedures for the general oversight of the compliance program and its related activities to prevent illegal, unethical, or improper conduct
- Manages day-to-day operation of the compliance program.
- Develops and periodically reviews and updates Compliance Plan to ensure continuing currency and relevance in providing guidance to management and employees.
- Collaborates with other departments to direct compliance issues to appropriate existing channels for investigation and resolution.
- Consults with General Counsel as needed to resolve difficult legal compliance issues.
- Responds to alleged violations of rules, regulations, policies, procedures, and Standards of Conduct by evaluating or recommending the initiation of investigative procedures. Develops and oversees a system for uniform handling of such violations.
- Leads the Compliance Committee, which acts as an independent review and evaluation body to ensure that compliance issues and concerns within the organization are being appropriately evaluated, investigated, and resolved.
- Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and risk, develops and implements corrective action plans for resolution of problematic issues, and provides general guidance



CREDENTIALIST

Department: Human Resources
2009 Reports to: Compensation & Benefits Manager

Date Prepared: March
Location:
Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Administers the credentialing and privileging process for all licensed and/or certified providers. Facilitates the process in collaboration with the VP, Clinical Services, providers and Clinic Medical Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Credentialing and Privileging:

- Facilitate the completion of credentialing applications.
- Locate and copy supporting documentation for credentialing applications.
- Track credentialing applications and produce reports documenting the progress of credentialing applications.
- Request information from providers as needed and follow up to assure receipt of said information.
- Follow up with insurance companies/ hospitals/ other credentialing and privileging entities to assure applications have been received and determine if any obstacles exist to prevent the credentialing of the provider.
- Manage the bi-annual process of re-credentialing of all providers
- Outside specialist credentialing with MCARE/MCAID/CO ACCESS
- Facilitate the Privileging process. Shepherd the providers through the process and confirm all documents are received in a complete and timely manner.
- Make sure all credentialing and privileging procedures are up-to-date. Provide input and suggestions on improving the processes to create the most effective process.
- Follow up to make sure required information has been received.
- Stay current on the information needed for the completion of credentialing and privileging applications.
- Track, Notify and monitor DEA, License, Board Cert. and notify the appropriate parties when licenses are at risk of expiration.

DENTAL ASSISTANT - EDDA

Department: Dental

Date Prepared: October 2014

Reports to: Dental Assistant Team Manager

Location: Thornton, Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Performs those duties to assist the Dental Director, Dental Operations Manager, Dentists, and Hygienists in the care and treatment of patients including proficiency with amalgam and resin restorations. Performs reception, chair-side assisting, inventory and dental records duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist the dentists and hygienists in chair-side procedures routinely done in a general dental practice.
- Responsible for preparation and setting up of instruments, materials, and equipment necessary for each procedure.
- Responsible for the sterilization of instruments, and the cleaning and routine maintenance of equipment and work areas.
- Assist with front desk responsibilities as needed, including, but not limited to: 1) Scheduling and recall process; 2) reception of patients and updating patient records.
- Assist in processing encounters, billing and bookkeeping procedures.
- Identify related medical and/or social problems,
- Report inventory problems and/or supply requests to DATM/DOM.
- Provides exceptional customer service to make the patient encounter comfortable.
- Communicates concerns or problems with patient flow, customer service or quality assurance to DATM.
- Assist Dental Hygienist in the initiation and maintenance of the dental prevention and dental education program in an integrated medical setting.
- Assists with the training of new Dental Assistants or EDDAs.
- Demonstrate proficiency with amalgam and resin restorations: Margin Integrity/Surface Finish:
 - 1) The restoration-tooth interface is not detectable visually or with the tine of an explorer. There is no evidence of marginal excess (overhang), marginal deficiency, voids or open margins.
 - 2) The surface of the restoration is uniformly smooth and free of scratches, pits, grooves



DENTAL ASSISTANT

Department: Dental
Reports to: Dental Assistant Team Manager

Date Prepared: October 2014
Location: Thornton, Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Performs those duties to assist the Dental Director, Dentists, and Hygienists in the care and treatment of patients. Performs reception, chair-side assisting, inventory and dental record duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists the dentist and hygienists in chair-side procedures routinely done in a general dental practice.
- Responsible for preparation and setting up of instruments, materials, and equipment necessary for each procedure.
- Responsible for the sterilization of instruments, and the cleaning and routine maintenance of equipment and work areas.
- Schedule patients, completes routine reception work, and accurately records information on patient records.
- Assist in implement the processing of encounters and billing and bookkeeping procedures.
- Identify related medical and/or social problems, fills out insurance forms; orders supplies and materials.
- Maintain inventory of supplies and materials as well as maintaining thorough and accurate documentation of inventory.
- Assist Dental Hygienist in the initiation and maintenance of the dental prevention and dental education program in an integrated medical setting.
- Assists with the training of new Dental Assistants.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility



DENTAL ASSISTANT TEAM MANAGER

Department: Dental

2014 Reports to: Clinic Operations Director - Dental

Date Prepared: October

Location: Thornton, Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and supervisor for the Dental Assistants who work on the care delivery teams in collaboration with the Clinic Director - Dental, providing the highest level of continuously improving quality dental care, health education and preventive services possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide day-to-day direct supervision and coaching of Dental Assistants in coordination with the Dental Hygienist Team Manager and Clinic Director - Dental
- Coordinates the training of the Dental Assistants.
- Manages inventory problems and/or supply requests in collaboration with the DOM.
- Supervises patient flow and addresses concerns or problems with patient flow, customer service or quality assurance.
- Actively works to be a role model to the team and to maintain a good working relationship with peers and coworkers.
- Functions as a Dental Assistant during a portion of the work week:
 - Manage tasks and CLIA log; assures documentation and quality controls are completed through the CLIA log and task list.
- Maintains inventory and orders supplies as directed by Dental Leadership Team.
- Accomplish orientation, education and training of new clinical dental staff in clinical support activities.
- Field provider complaints/suggestions regarding staff performance and flow issues and actively problem solve the issue reported.
- Assist the dentists and hygienists in chair-side procedures routinely done in a general dental practice.
- Responsible for preparation and setting up of instruments, materials, and equipment necessary for each procedure.
- Responsible for the sterilization of instruments, and the cleaning and routine maintenance of equipment and work areas.



DENTAL COMMUNICATIONS SPECIALIST

This job exists to: Ensure incoming calls are handled professionally, courteously and efficiently and callers have their needs met and satisfying experience when calling Clinica FHS.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer incoming calls professionally.
- Verify and update patient demographics with each patient related call as needed.
- Screen callers to determine caller's needs.
- Schedule, cancel, confirm or reschedule appointments according to the scheduling guidelines.
- Transfer calls to the clinics according to protocol.
- Answer caller questions according to protocol.
- Take and forward messages to the appropriate party.
- Provide exceptional customer service to all callers.
- Maintain cultural sensitivity when dealing with customers and coworkers.
- Respond to customer inquiries.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - o Knowledgeable of and compliant with laws and regulations governing area of responsibility. o Responsible for reporting any potentially non-compliant conduct.
 - o Cooperate fully with our Compliance Officer in upholding our Compliance Plan
- Act as a team player in all work situations.
- Always consider "what is the right thing" when making a decision.
- Maintain a safe work environment.
- Look for ways to improve job quality and create a fun work atmosphere.
- Assist financial screeners with filing, copying and other office duties during lower call volume periods.

DENTAL HYGIENE TEAM

MANAGER

Department: Dental
Reports to: Clinic Dental Director

Date Prepared: January 2015
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Service's mission to serve the medically underserved by providing the highest level dental practice while embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Work with Vice President of Dental Services (VPDS) and the Clinic Dental Director (CDD) to build a dental practice able to meet the need for dental services within our community. To perform dental care and manage the administrative functions of the dental department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Day-to-day direct supervision/coaching of Dental Hygienists, including hiring/firing authority and performance appraisals in coordination with the VPDS and CDD
- Assure hygiene productivity and efficiency and evaluate hygiene clinical quality, making use of reporting data to drive decisions and strategies for QA/QI.
- Work in coordination with the VPDS, CDD and Dental Operations Director (DOD) to develop and implement organizational and clinical strategic plans, ensuring that dental hygiene is an integral part of a forward thinking and visionary dental program.
- Orientation, education and training (assisted by Operations and HR) of new dental hygiene providers, including EDR.
- Management of dental outreach activities in coordination with VPDS, CDD, and DOD.
- Maintain own dental hygienist practice as defined by the Clinica guidelines.
- Maintain own administrative schedule as appropriate.
- Share responsibility with the VPDS, CDD, DATMs and other staff assuring an appropriate clinical interface between dental sites.
- Responsible for appropriate management of complaints directed at hygiene team, involving VPDS, CDD, and DOD as appropriate.
- Oversee relationships with dental hygiene schools in conjunction with the VPDS and CDD, including managing the precepting of dental hygiene students
- Serve as the Dental Infection Control Officer (DICO) for the dental program, which includes the following:
 - In conjunction with the Medical Infection Control Officer and/or Nursing Services, routine monitoring of internal data and surveying of external reports to identify trends



DENTAL HYGIENIST

Department: Dental

Date Prepared: August

**2012 Reports to: Asst. Dental Director/ Dental Hygiene Team Manager Location:
Thornton, Pecos**

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality dental care that is culturally appropriate and prevention focused. Serves as a leader contributing to the smooth, efficient, operation of the department, the site and the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Clinical
 - Maintain own dental hygienist practice as defined by the Clinica guidelines.
 - Screening and evaluating patients in regard to caries risk, periodontal pathology, medical history.
 - Providing clinical services, including selecting, exposing, and processing of digital radiographs, prophylaxes, supra and sub gingival scaling and curettage, root planning, procedures involving team periodontal surgical techniques, according to Clinica's guidelines.
 - Providing preventive clinical and educational services, including instruction of proper oral hygiene home care techniques, tooth brushing, flossing, nutrition, need for professional care, and topical fluorides.
 - Administration of local anesthetics and gross debridement in treatment of acute periodontal conditions.
 - Performance of expanded duties where qualified, as delegated by dentist and governed by Colorado law.
- Hygiene on the Pods
 - Primarily responsible for the initiation and maintenance of the dental prevention and dental education program in an integrated medical setting, working with both medical and dental team members for coordination.
 - Accurately and appropriately assess caries risk, application of fluoride treatments, and dissemination of oral health education to parents and children in the medical setting in one- on-one visits or in group visits. Identification of and assistance in patient establishment of a dental home.
 - Travel between medical and dental clinic sites may be required.

DENTAL OFFICE TECHNICIAN

Department: Dental
2010 Reports to: Dental Operations Manager

Date Prepared: September
Location: All Dental Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to have a staff member who is fully cross trained in all aspects of administrative support of the dental providers resulting in a smooth running pod team. This job exists to provide the pro-active front office support of the dental team in creating a great customer experience for the patient.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Accurate collection and balancing of patient payments.
- Quality scheduling of patients
- Accurate preparation for the patient visit
- Excellent customer service upon patient arrival and during the visit
- Follow appropriate telephone protocol for patients and employees and vendors.
- Initiate, update and maintain electronic dental record.
- Dental health record related tasks including but not limited to scanning and transferring paper records into the EDR.
- Assist in the coordination/communication regarding patient care between front and back offices (i.e. when there is a security issue, patient concern, etc.)
- Maintenance of confidentiality.
- Facilitation of patient flow.
- Maintain cultural sensitivity during the patient visit.
- Assist other pod members whenever possible.
- Oversee appropriate cleanliness and activity in patient lobby.
- Reception and appropriate distribution of all clinic deliveries.
- Report signs of abuse/neglect to a clinic manager.
- Register patients into NextGen and update family members and any changes in patient status.

DENTAL OPERATIONS MANAGER

Department: Operations
Reports to: Dental Operations Director

Date Prepared: May 2013
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for the clinic, to problem solve and trouble-shoot operational issues at the site and provide support so the pods run effectively and efficiently at a strategic and tactical level, and assure operational consistency at all the sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(See Competency Assessment for detailed list of duties)

- Day-to-day direct supervision/coaching of Office Technicians, Referral Case Manager and Medical Records, including hiring/firing authority and performance appraisals.
- Oversees all areas of the front office (patient check-in, scheduling, schedule management, medical records, referrals, etc.) and ensures that protocol is being adhered to.
- Orientation, education and training of new site staff in non-clinical activities (assisted by HR).
- Oversee that building orientation is administered for all new staff, visitors and volunteers.
- Provides administrative support, including:
 - Manages provider's schedules, including opening/blocking of weekly schedules and tracking of leave requests as needed to support the centralized scheduler.
 - Creates and maintains clinician schedules as needed.
 - Partners with dental leadership team to assure high functioning teams and systems.
- Manages facility and equipment:
 - Manages all administrative and dental equipment maintenance and repairs.
 - Coordinates resolution of IT and phone problems with IT staff.
 - Conducts scheduled site safety, security and PHI inspections and safety drills.
 - Works with realty management to complete repairs and inspections.
- Oversees patient collections, safety, customer service and operational duties:
 - Cash collection and deposits to assure cash deposits are properly completed daily
 - Oversees all administrative tasks associated with compliance of patient and staff safety programs.
 - Conducts and/or oversees weekly, biweekly, and monthly audits on operating procedures, encounters and charts.

DENTIST

Department: Dental
Reports to: Director of Dental Services
Pecos

Date Prepared: July 2010
Location: Thornton,

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality dental care that is culturally appropriate and prevention focused. Serves as a leader on the dental team contributing to the smooth, efficient, operation of the team, the Site and the Organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides care in the following disciplines of general dental practice: diagnosis, preventative dentistry, operative dentistry, pedodontics, periodontics, removable prosthodontics, endodontic, fixed prosthodontics, oral surgery and orthodontics.
- Participates in the emergency call system.
- Collaborates with VP, Dental Services to develop strategies and implementation plans and programs to develop the dental practice.
- Expands and maintains rapport with the dental community in the service area (e.g., interacts appropriately with other dental personnel outside of Clinica; actively seeks to broaden our referral network).
- Appropriately communicates with health & human services agencies, local governments, and community organizations as needed.
- Acquires and maintains hospital privileges at the local hospital, if applicable.
- Engages actively with dental provider team in determining clinical guidelines for dental program
- Supports and teaches team members at the site. Teaches students enrolled in a relevant health- profession training program.
- Demonstrates knowledge of the principles of general dental practice.
- Ensures optimal access to care through clinical productivity and a willingness to consider and address patient barriers to care.
- Provides Human Resources staff the needed documentation, paperwork, and signatures to complete credentialing and privileging (initial and biannual).
- Is respectful and responsive to staff and patients (is approachable by other staff, demonstrates good team work by offering and receiving feedback appropriately)

DEVELOPMENT DIRECTOR

Department: Administrative
Reports to: President/CEO

Date Prepared: Apr 2006
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Responsible for the overall planning and management of asset development including grants, fund raising, donor services and gift recognition. Also responsible for marketing and public relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- May provide day-to-day leadership and direct supervision of the Grant Writer including hiring and firing authority.
- Develop and implement annual fund-raising plan resulting in increased financial support for program and services
- Maintain and build upon the organization's existing base of donors
- Represent organization before a variety of external audiences, including corporate/individual donors, government agencies, elected and non-elected officials and foundations
- Research and implement planned giving initiatives
- Research potential grant sources and write grant proposals
- Assist with special events
- Assist in the development of donor newsletter as well as marketing materials
- Establish fundraising partnerships with area businesses
- Assist with media relations
- Write appropriate and timely acknowledgments of gifts and the proper maintenance of computerized donor records, including the production of regular activity reports and campaign analyses.
- Work with marketing agency to prepare marketing materials.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment:
 - Implements, reviews, applies and actively enforces the clinic's safety policies.
 - Supports the safety program by actively looking for opportunities to improve safety

DIRECTOR OF OBGYN SERVICES

Department: Medical
Reports to: Vice President, Clinical Affairs

Date Prepared:
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for OBGYN providers, providing the highest level of continuously improving quality medical care, health education and preventive services possible. This individual provides senior leadership across sites partnering with clinicians; Clinic Directors and VPCS's to assure organizational key result areas are achieved.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides day-to-day direct supervision/coaching of all OBGYNs, including recruiting, training, and supporting with hiring/firing authority and performance appraisals.
- Assists in strategic planning and implementation of planned care model.
- Assists with clinical responsibilities including customer service, quality of care and service standards.
- Assists with the clinical responsibilities regarding deliverables on grants (i.e.- UDS).
- Participates in Peer Review Committee for OBGYN cases.
- Maintains own clinical practice as defined by the Clinica guidelines.
- Maintains own administrative schedule as appropriate.
- Maximizes community linkages while acting as advocate for patients.
- Shares responsibility with the VP of Clinical Services and Clinic Medical Directors (CMDS) assuring an appropriate OBGYN clinical interface between clinical sites.
- Responsible for appropriate management of complaints directed at the OBGYN team involving the Clinic Medical Director when appropriate.
- Responsible for developing and implementing obstetrical quality measures and programing, involving QRS Committee as needed.
- Oversees completion of all biannual credentialing and privileging for OBGYN clinicians.
- Collaborates with Clinic Medical Directors to perform annual performance assessments of OBGYNs.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

DIRECTOR OF ACCOUNTABLE CARE AND BEHAVIORAL HEALTH

**Department: Clinical
Reports to: President/CEO**

**Date Prepared: January 2013
Location: Lafayette Admin**

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Assist the VP of Clinical Services in the development of behavioral health programs and, in collaboration with the Clinic Medical Directors and Clinic Directors, serve as programmatic coach and leader for the behavioral health professional and case management staff who work delivering the behavioral health programs on the pod delivery teams. Lead the department to provide the highest level of continuously improving integrated behavioral and physical health care for patients of Clinica Family Health Services across the continuum of care in our communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assure integration of the clinical services into needed programmatic and site collaborations. Work with Clinic Medical Directors to have a shared vision of direction and Behavioral Health program requirements and onsite Behavioral Health needs.
- Under the direction of the VP of Clinical Services develop and oversee all programmatic aspects of behavioral health services.
- Plan, test, measure and spread innovative approaches to improving health outcomes throughout the organization through behavioral health integration, brief cognitive and solution focused therapy, using self-management techniques and other creative health improvement approaches.
- Work closely with the Development team to develop grant proposals related to, and report results on, enhanced clinical service programs so as to increase the funding base for these critical services.
- Responsible for overall administrative coordination of Prenatal Plus Program, including maximizing revenue, staff training, data collection, reporting and liaison with the State Health Department Prenatal Plus staff.
- Responsible for coordination and management of the Clinica prenatal data and reporting requirements including appropriate mandatory federal UDS clinical reporting
- Responsible for coordination and management for the ACO project to include executing agreements with critical partners. overseeing data and reporting



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

- Training staff on program requirements and system changes
- Develop and coordinate population based analysis and quality control of planned care data including collecting and benchmarking patient outcome data with our peers to determine the need for further quality improvement.

DIRECTOR OF CARE TRANSITIONS

Department: Medical
Reports to: Vice President, Clinical Services

Date Prepared: May 2012
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serves as coach and leader for providers, providing the highest level of continuously improving quality medical care, health education and preventive services possible. This individual provides senior leadership and supervision of clinicians providing home visits, hospital rounding support, and site per diem support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists Vice President of Clinical Services in the development of policies and procedures related to the delivery of patient care through transitions from the hospital to outpatient settings including the home and the clinic.
- Provides day-to-day direct supervision/coaching of off site Clinicians, including recruiting, training, and supporting with hiring/firing authority and performance appraisals.
- Establishes specific goals for off-site clinical support and transitions of care; determining work procedures and expediting clinical workflow.
- Supervises the delivery of home visits to meet the goals of Accountable Care.
- Responsible to assure home visit staff connect the patient back to the PCP and care team.
- Maximizes community linkages while acting as advocate for patients.
- Shares responsibility with the VP of Clinical Services, Site Leadership and other staff assuring an appropriate clinical interface between clinical sites, and affiliated hospitals.
- Provides senior leadership and supervision of the NP/PA call schedule.
- Assures that staff receive adequate training to implement policies and procedures.
- Maintains a synergistic and collaborative relationship with the Clinic Medical Directors to provide seamless support across sites.
- Maintains synergistic relationship with the Director of the Accountable Care and Behavioral Health.
- Assists with the clinical responsibilities regarding deliverables on grants and Total Quality Management.



DIRECTOR OF FINANCE, PLANNING & ANALYSIS

**Department: Finance
2013**

Date Prepared: October

Reports to: Chief Financial Officer

Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide accountability and oversight for the organization's tactical and strategic finance, planning and analysis activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The key responsibilities of departmental ownership and accountability are as follows:

General Leadership and Management

- Create and maintain a positive, recognition-based, and fun work environment for staff that results in teamwork within the Accounting department and with other departments within the organization.
- Oversee the operations of the FP&A and operational finance teams, including the design of an organizational structure adequate for achieving the department's goals and objectives.
- Act as a positive representative, influencer, and valuable contributor to external organizations such as CCHN and NAHC when required.

Internal Reporting

- Oversee the system to maintain requisite accounting records and revenue recognition processes.
- Oversee a comprehensive set of controls to mitigate risk and ensure the accuracy of the financial statements.
- Design, development and dissemination of internal operational reports to key internal stakeholders, to include senior leaders and Clinica's site leadership.
- Act as a financial consultant/ advisor and provide appropriate recommendations to Clinica site leaders and Executive Team members.



DIRECTOR OF NURSING AND CLINICAL TEAM DEVELOPMENT

Department: Medical
Reports to: Vice President, Clinical Services

Date Prepared: May 2012
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serves as coach and leader for providers, nurses and dietitians, providing the highest level of continuously improving quality medical care, health education and preventive services possible.

This individual provides senior leadership and oversight of the organization's nursing practices, nutrition services and clinical support team roles.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Organizational Leadership

- Represents nursing and the clinical support team at All Site Leadership and Medical Directors
- Assist Vice President of Clinical Services in the development of policies and procedures related to the delivery of patient care to comply with current evidence based practice
- Assures that pod staff receive the training needed to implement policies and procedures.
- Maintains a synergistic and collaborative relationship with the Clinic Directors and Clinica Medical Directors to provide seamless support to the pods.
- Maintains a synergistic and collaborative relationship with the VP of Operations and Director of Accountable care to maximize collaboration among team members

Team Supervision and Development

- Works closely with the VP of Clinical Services in developing clinical skills of Nurse Team Managers, Clinic Nurses, Nutritionists and clinical support staff.
- Provides day-to-day direct supervision/coaching of the Nursing Services Managers, and nutritionists including hiring/firing authority and performance appraisals.
- Oversees uniform delivery of nursing and nutrition support services across all Clinica sites.
- Establishes specific goals for nursing, nutritionists and clinical support staff; determining work procedures and expediting clinical workflow.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

- Responsible for appropriate management of complaints directed at the clinical support and nursing team.



DIRECTOR OF PATIENT FINANCIAL SERVICES

Department: Finance
Reports to: Chief Financial Officer

Date Prepared: May 2015
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to maximize patient services revenue, in accordance with applicable Federal and state laws, regulations, etc., and to ensure that Clinica patients receive excellent customer service in the areas of patient accounts management and patient registration and enrollment. Additionally, the purpose is to assure that management has accurate patient registration and patient service revenue data.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Direct operations and provide leadership to the staff in billing and patient registration.
- Contribute to effective teamwork within the department, as well as with other departments within the organization.
- Participate in the company-wide quality program.
- Implement an effective departmental Quality Improvement Program to assure departmental goals and objectives are achieved.
- In accordance with applicable laws, rules, regulations, etc., develop and implement effective patient billing and registration procedures that maximize patient service revenue and also places patients into medical benefits programs that provide them the best possible health coverage.
- Monitor billing trends with regard to collection rates and develop and implement improvement strategies.
- Review monthly billing and patient registration data with the Director of Accounting and Budgeting and report results to the Executive VP and CFO.
- Work with site staff, outside of billing and registration, to assure that effective procedures are followed to maximize collections.
- Assist and make recommendations to the Executive VP and CFO in managing third-party insurance participation, to include private-commercial insurance plans.
- Ensure fee schedules are kept current, priced in accordance with Clinica's Financial Policies and accurately entered into the practice management system.
- Assure compliance with federal, state, and company rules, regulations, policies etc., and

DIRECTOR OF PROCESS IMPROVEMENT

Department: Operations
Reports to: Strategic Support Services

Date Prepared: January 2013
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

THIS JOB EXISTS TO: Manage and coordinate organization-wide efforts to ensure that performance management and quality improvement programs are developed and managed using a data-driven focus that sets priorities for improvements aligned to ongoing strategic goals. Also, assures that organization-wide initiatives are focused and aligned on improving operational, clinical and financial efficiencies and effectiveness. Participates in organizational strategic planning and development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides leadership and coordination for improving the organization's functions and evaluating the impacts of those improvements.
- Researches and develops training programs that focus on enabling the workforce to achieve improvements.
- Builds, directs, manages, and ensures implementation and effectiveness of Clinica's strategic vision in conjunction with the Executive team
- Supervises and mentors project managers and trainers including the hiring process, training, work assignments, performance evaluations, development of career goals, and disciplinary action.
- Implements a performance management and improvement process that leads to a positive and measurable impact on Clinica's system.
- Ensures alignment and optimal use of resources.
- Researches and designs appropriate organization-wide performance and quality training.
- Coordinates performance management and quality improvement capacity building for all levels of management and employees.
- Increases the performance management and quality improvement capacity of the organization in order to ensure strategic goals are effectively and efficiently met.
- Establishes a continuous performance and quality improvement effort and monitoring and reporting system.
- Regularly reports the status of performance and quality improvement efforts and impacts



EHR SPECIALIST/CLINICAL AND OPERATIONAL STAFF TRAINER

Department: Strategic Planning
Reports to: Director of Process Improvement

Date Prepared: April 2013
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide effective and timely training of new clinical and operational staff on the electronic health record and practice management systems. Serve as a resource in on-going support of staff using these systems. Assist in the implementation of new modules and upgrades and assure a smooth transition to these new systems. Is part of the process improvement team and partners with members of the team in strategic planning processes and implementation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordination and completion of training of new clinical and operational staff on the EHR and practice management systems (including Providers, Nurses, MAs, BHPs, CMs, OTs, Medical Records and Dental staff).
- Serves as an on-going resource to clinic staff in using the EHR and practice management systems.
- Assists in the evaluation and implementation of new modules, maintaining functionality and testing new functionality.
- Serves as liaison for IT, troubleshooting and resolving issues.
- Builds relationships with IPN and other practices in the IPN in order to facilitate training and implementation of upgrades and new modules.
- Collaborates with the process improvement team to align training, projects and quality improvement in order to assist the organization in execution of the strategic plan.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledge of and compliant with all laws and regulations governing area of



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

- Responsible for reporting any potentially non-compliant conduct.
- Cooperate fully with our Compliance Officer in upholding our Compliance Plan
- Performs other duties and responsibilities, as required.



HOMELESS OUTREACH NURSE

Department: Nursing/Operations
Reports to: CD/CMD

Date Prepared: 5/6/09
Location: Peoples Clinic

OVERALL RESPONSIBILITIES:

To uphold Clinica's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

POSITION PURPOSE: The purpose of this position is to assist the providers and provide support to the Clinic Nurse Team Manager and additionally have the skills to provide independent off-site, specialized nursing care which increases the over-all productivity of the clinic.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides nursing visits as defined by Clinica protocols
- Promotes awareness of the health center's services and supports entry into care
- Provides independent nursing assessments, triage and nurse protocols in environments where no other providers are available (e.g. the Boulder Homeless Shelter, Lafayette Senior Center, Home Visits)
- Provides nursing support outside the clinic in designated collaborating organizations (e.g. Carriage House)
- Assists providers or medical team with direct patient care and case management.
- Provides training, education and mentoring of the Medical team Nurse in providing primary care through the life span.
- Triage patients, both by telephone and walk-in patients efficiently and thoroughly.
- Assists with patient or medical team education and training.
- Models appropriate leadership for off-site care situations
- Assists with implementation of an effective Quality Improvement Program as directed by CD/CMD or Nursing Services Supervisor.
- Demonstrates knowledge of the principals of growth and development over the life span.
- Completes and passes an annual competency assessment including age-specific criteria.
- Assists NTM with orientation, education and training of new clinical pod staff in clinical support activities.
- Manages projects as assigned CD or CMD, or Nursing Services Supervisor.
- Assists with administrative duties to support the NTM as assigned.



HOP (HYGIENIST ON THE POD) ASSISTANT - HOPA

Department: Dental

Date Prepared:

October 2013 Reports to: Dental Operations Manager or Clinics

Location: All

Clinic Operations Manager

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to have a staff member who is cross trained in certain aspects of administrative support for both the dental and medical providers resulting in a smooth integration of dental services on the pod. This job exists to provide pro-active pod support of the dental hygienist and medical team in creating a great customer experience for the patient.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Quality scheduling of patients
- Accurate preparation for the patient visit
- Excellent customer service upon patient arrival and during the visit
- Follow appropriate telephone protocol for patients and employees.
- Initiate, update and maintain electronic dental record.
- Dental health record related tasks including but not limited to scanning and transferring paper records into the EDR.
- Assist in the coordination/communication regarding patient care between medical and dental clinics
- Maintenance of confidentiality.
- Facilitation of patient flow.
- Maintain cultural sensitivity during the patient visit.
- Assist other pod members whenever possible.
- Report signs of abuse/neglect to a clinic manager.
- Register patients into NextGen and update family members and any changes in patient status.
- Support the Clinical and Dental teams with planned care initiatives such as managing



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

completing dental treatment plans.

- Participate in both Medical and Dental staff meetings and activities as appropriate.



INFORMATION TECHNOLOGY DIRECTOR

Department: Strategic Support Services

Date Prepared:

October 2006 Reports to: VP, Strategic Support Services

Location:

Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to deliver sound technology solutions that support organizational initiatives and strategic goals. This position provides vision, strategy, and structure to the Information Technology departments to ensure a highly productive and reliable service offering. The Director of IT is accountable for providing cost-effective IT services and solutions by making decisions based on budget, resources, outsourcing, and value.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide technical leadership by maintaining thorough knowledge of hardware, software, operating systems, and system analysis techniques on all platforms maintained by Clinica. In addition to this, maintain thorough knowledge on technology trends pertaining to healthcare systems, telephony, Internet applications, networking, and data management.
- Provide end-user desktop and application support that meets or exceeds Service Level Agreement (SLA) with company.
- Evaluate, design, and implement hardware and software solutions in support of Clinica distributed computing environment. Provide technical solutions to operational problems, business requirements, and end-user interfaces.
- Develop and promote policies, procedures, and SOPs in support of all information technology operational services and systems.
- Develop and maintain technology and capital budgets. Ensure the most cost effective use of technology and resources.
- Accountable for Vendor management of ASP and outsourced IT services. Responsible for ensuring that vendors maintain a satisfactory level of service.
- Serve as HIPAA Security Officer.
 - Maintain strict compliance practices to ensure all efforts are taken to meet HIPAA and other regulatory requirements.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment:



IT NETWORK ADMINISTRATOR

Department: Strategic Support
Reports to: IT Director

Date Prepared: March 2014
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide support for the network and server environment used by Clinica, including design and management for LAN/WAN, network, and SAN. Provide troubleshooting/problem solving, Level III desktop support, Active Directory support and IT project management. Security considerations will be part of all tasks engaged in.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the maintenance, operation, and planning of the enterprise network systems including, but not limited to network devices, servers, data storage services, network operating systems, enterprise imaging, email system, data backup and recovery systems, and data access security.
- Assist in capacity planning, functional and technical design of systems, and resolution of problems.
- Evaluate vendor products in hardware and software, and recommend equipment specifications for purchase.
- Monitor, tune, diagnose and resolve network and system problems.
- Perform periodic and routine maintenance on network devices.
- Perform maintenance and day-to-day administration.
- Manage patches and upgrades to network equipment.
- Assist in managing Active Directory and Group Policy.
- Troubleshoot hardware and software issues as they arise.
- Work with and troubleshoot various protocols, including, but not limited to: SNMP, DNS, RDP, TCP, ICA, DHCP.
- Recommend and implement LAN/WAN policies and standards to ensure adherence to security procedures.
- Use knowledge of each of the above listed technologies as related to the issue at hand.
- Provide Level III desktop support.
- Participate in IT project management.
- Document issues and associated resolutions to problems.

MEDICAL ASSISTANT TEAM MANAGER

Department: Nursing/Operations
Reports to: Nurse Team Manager

Date Prepared: May 28, 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and supervisor for the Medical Assistants who work on the Pod delivery teams in collaboration with the NTM, providing the highest level of continuously improving quality medical care, health education and preventive services possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide day-to-day direct supervision/coaching of Medical Assistants, including hiring/firing authority and performance appraisals
 - Manage MA pod/patient flow, including MA visits and group visits.
 - Manage tasks and patient/provider follow up with assistance from team.
 - Oversee patient prep and room set up for clinical care.
 - Accomplish orientation, education and training of new clinical pod staff in clinical support activities. This will include leading classroom trainings on clinical skills.
 - Supervise proper routine cleaning and storage of medical equipment.
 - Ensure stocking of exam rooms is standard and complete.
- Provide pro-active clinical support while assisting the clinician in meeting patient care follow up, exam room set up and meeting organizational goals (see Medical Assistant Job Description).
- Collaborate with NTM regarding Pod supervision.
- Administer CLIA and lab proficiency in a timely manner.
- Lead daily pod huddles and/or morning staffing huddle.
- Maintain and update daily schedules for the pod
- Supervise medication refills for the team.
- Serve as back up to the Nurse Team Manager/Clinic Operations Manager/Clinic Director for NextGen emergent scheduling needs.
- Participate on designated committees. Including:
 - Clinic Leadership Team

MANAGER OF PATIENT ELIGIBILITY

Department: Finance
Reports to: Director of Patient Eligibility

Date Prepared: July 2013
Location:

OVERALL RESPONSIBILITIES:

To uphold Clinica Campesina's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Perform professional management functions associated with financial screening activities. Responsible for planning, organizing, and directing financial screening functions. Conduct internal audits. Provide financial screening management, training and ensure all policies and guidelines are followed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The key responsibilities of departmental ownership and accountability are as follows:

General Leadership and Management

- Create and maintain a positive, recognition-based, and fun work environment for staff that results in teamwork within the Site Financial Screening departments and productive collaboration with other departments within the organization
- Supervise department personnel. This includes coaching, training, scheduling, evaluating, hiring and terminating staff.
- Monitor department performance in relation to established goals, take corrective action when needed, and implement improvements.
- Perform monthly audits of established Financial Screening personnel and audits on all applications for new hires during initial period.
- Oversee the operations of the Financial Screening teams.

Operational Objectives

- Oversee Financial Screening process in order to maximize the number of patients financially screened:
 - Optimize schedules and penetration by site
 - Monitor Z-Pay and Pending reports.



MEDICAL ASSISTANT (HEALTH TECHNICIAN II)

Department: Medical
Reports to: MA Team Manager

Date Prepared: January 2010
Location: All

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide pro-active clinical support while assisting the clinician in meeting patient care follow-up, exam room set up and meeting organizational goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides patient services not requiring the need of a provider, according to established protocols.
- Assists providers with patient care in a professional manner.
 - Assists providers with patient follow-up.
 - Schedules/Reschedules follow up patient appointments.
 - Documents patient vital signs, medications, interventions (tobacco use, screen for drug use, LMP, immunizations, etc.) and allergies during each visit in medical record.
 - Anticipates provider needs, in house/outside labs, and prep patient according to the visit type.
 - Provides follow up and patient education services to patients.
 - Completes tasks related to patient visit as necessary such as documentation required for the Cancer Screening Program, scheduling, imaging studies, and other tasks as needed.
 - Assures stocking and exam room set up is completed prior to each visit and cleaned up after each visit. Washes instruments and cleans room after last session.
 - Opening and closing lab, including autoclaving and packaging of instrument.
- Assists with orientation and training of new medical assistants.
- Prepares appropriate set up for procedures according to established protocol and may assist as requested by the provider.
- Inventory instruments on a regular basis.
- Assists other teams when needed to assure appropriate MA coverage.
- Request support from professional staff when required
- Demonstrates knowledge of the principles of growth and development over the life span.
- Knowledgeable regarding immunizations as recommended by the CDC as well as administration techniques for pediatric through adult patients

MEDICAL RECORDS - DENTAL

Department: Dental
Reports to: Dental Operations Manager

Date Prepared: October 2013
Location: Pecos, Thornton

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Ensure confidentiality of patient dental records and to help facilitate patient care. To serve as an integral part of the dental care team in providing excellent patient care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Completes scanning and data entry of dental medical records information
- Opens and distributes mail, voicemail, faxes and interoffice mail
- Processes external/internal patient records requests according to guidelines while maintaining all HIPAA/confidentiality procedures
- Completes and passes an annual competency assessment.
- Assists dental providers with dental medical records and other administrative work when appropriate.
- Answers telephones in a professional manner.
- Inform patients of the process to obtain dental records.
- Acts as back up for front desk.
- Reports to work on time and on a regular basis.
- Demonstrates competent knowledge of EDR
- Imports data/images into EDR.
- Understands and facilitates chart retirement accurately
- Is knowledgeable of sending charts to and requesting charts from DocuVault.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct

MEDICAL RECORDS

Department: Operations
Reports to: Clinic Operations Manager

Date Prepared: June 2009
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Ensure confidentiality of patient records and to facilitate patient care. To serve as an integral part of the care team in providing excellent patient care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Completes scanning and data entry of medical information
- Is proficient in pulling data from Meditech, The Children's Hospital Connect and CIIS
- Opens and distributes mail, faxes and interoffice mail
- Follows confidentiality procedures.
- Completes and passes an annual competency assessment.
- Assists clinical team with medical records and other administrative work when appropriate.
- Answers telephones in a professional manner.
- Acts as back up for front desk.
- Reports to work on time and on a regular basis.
- Referral Tracking – closes out referrals and data enters results from referral appointment
- Daily chart audit.
- Copies and sends OB records in a timely manner.
- Processes medical records requests according to guidelines.
- Is knowledgeable of sending charts to and requesting charts from the medical records storage company.
- Assists with listening to the medication refill line
- Works EMR tasks on a daily basis
- Responsible for entering delivery information

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of

NURSE PRACTITIONER/PHYSICIAN ASSISTANT

Department: Clinical
Reports to: Assistant Clinic Medical Director
All Or Clinic Medical Director

Date Prepared: June 2006
Location:

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality medical care that is culturally appropriate and prevention focused. Serves as a leader on the Pod contributing to the smooth, efficient, operation of the Pod, the Site and the Organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides patient care as per Health Care Plans and within his/her Scope of Practice.
- Provides high-quality, comprehensive care to all patient populations, both in acute and chronic contexts (e.g., applies planned care principles; practice variations from Clinica's treatment protocols as appropriate; limitations of training/experience are respected).
- Expands and maintains rapport with the medical community in the service area (e.g., interacts appropriately with other medical personnel outside of Clinica; actively seeks to broaden our referral network).
- Appropriately communicates with health & human services agencies, local governments, and community organizations as needed.
- Provides responsive off-hours medical services physically or by phone when the clinic is closed, if applicable.
- Supports and teaches team members at the site. Teaches students enrolled in a relevant health- profession training program.
- Demonstrates knowledge of the principles of growth and development over the life span, and stays current with changes in this area.
- Provides Human Resources staff the needed documentation, paperwork, and signatures to complete credentialing and privileging (initial and biannual).
- Is respectful and responsive to staff and patients (is approachable by other staff, demonstrates good team work by offering and receiving feedback appropriately).
- Handles ongoing daily clinical work in a timely and thorough manner. This includes being present for huddle, responding to messages (by phone and e-mail), staying on time while caring for patients, charting, managing the PAQ and Tasks, submitting referrals, reviewing



NURSE TEAM MANAGER

Department: Operations/Nursing
Reports to: Operations/Nursing

Date Prepared: June 2009
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach and leader for the support staff who work on the POD patient care delivery teams, and to work collaboratively with all clinic staff, in order to provide the highest level of continuously improving quality medical care, health education, and preventive services possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Leadership Responsibilities

- Provide day-to-day direct supervision/coaching of Medical Assistant Team Manager including hiring/firing authority and performance appraisals.
- Provide orientation, education, and training of new clinical pod staff in clinical and operational support activities (assisted by Nursing Services, Clinic Director and Human Resources).
- Facilitate problem solving as it arises on the pod.
- Manage pod patient flow, including nurse visits, medical assistant visits, and group visits.
 - Coordinate weekly team meetings and participate in and oversee daily pod huddles.
 - Assure nursing coverage during periods of personal absence and nursing coverage for clinic cell phone.
- Review POD outcomes monthly with pod staff and work with team to create improvement plan where goals are not being met.
- Provide nursing care to patients on pod in collaboration with providers.
 - Patient care including assessing patient needs, triage, and outreach; both in person and over phone. Managing tasking and patient/provider follow up with assistance from team
 - See patients independently using nursing protocols
 - Support provider visits by providing initial assessment.
 - Provide patient education at medical appt: i.e. chronic care.
 - Oversee patient prep and room set up for clinical care.
 - Supervise medication refills in-house and out.
- Support and oversee site and organizational level quality improvement initiatives

NURSING SERVICES MANAGER

Department: Clinical

Date Prepared: May

2013 Reports to: Director of Nursing and Clinical Team Development

Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Serve as coach, trainer and resource for the nursing staff by addressing clinical issues in order to provide the highest level of continuously improving quality medical care, health education and preventive services to our patients, their families and the community. Responsible for implementation and spread of the organization's nursing strategies, policies and procedures to assure patient safety in nursing practices and continuous nursing excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides clinical support and coaching of nurses, including clinical performance appraisals in cooperation with the Clinic Director.
- Supports nurses to effectively manage in-clinic patient visits in addition to other clinic responsibilities. Assists the Director of Nursing and Clinical Team Development in the development of policies and procedures related to the delivery of best practice patient care and assuring that pod staff receives adequate training to implement policies and procedures.
- Works closely with the Director of Nursing and Clinical Team Development in assessing, developing, and evaluating performance of clinical skills of Nurse Team Managers.
- Assures consistent excellence around clinical aspects of regulatory programs such as VFC, CLIA, and OSHA.
- Oversees uniform delivery of nursing health care across all Clinica sites.
- Attends leadership meetings as needed.
- Maintains a synergistic and collaborative relationship with the Clinic Directors and Clinic Medical Directors to provide seamless support to the pods.
- Assists the Director of Nursing and Clinical Team Development to assure compliance with performance improvement standards of Joint Commission.
- Works with the Director of Nursing and Clinical Team Development for patient safety and nursing risk management including implementation of safety devices whenever possible.



**** DRAFT 9/19/2013****

OB/Gyn Clinical Job description

Clinica Family health Services Obstetrics and Gynecology Physicians should:

- Maintain Board certification or be in the process of obtaining board certification in OB/Gyn by ACOG or ACOOG
- Maintain active credentials with full spectrum obstetric and gynecologic privileges, including admitting, delivery and surgical privileges, at our partner hospital/s.
- Provide consultative patient care services in obstetrics and gynecology to the patients, staff and providers of all CFHS sites.
- Work as perinatology extenders both in the clinic and the hospital to primarily manage complicated Obstetric patients.
- Provide leadership in evidence based and clinical best practices in Obstetrics and Gynecology.
- Provide on call services that may include primary management or consultative management of CFHS or unassigned patients.

OFFICE TECHNICIAN LEAD

Department: Operations
Reports to: Clinic Operations Manager

Date Prepared: November 2014
Location: All Clinics

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to have an OT lead that provides subject matter expertise and leadership to the OT team resulting in a smooth running pod team. Serve as a role model to Pod support staff in terms of attitude, attendance, skills, hospitality and willingness to help others on the Pod.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Effective and efficient patient interactions:
 - Accurate preparation for the patient visit.
 - Excellent hospitality upon patient arrival and during the visit.
 - Initiates, updates and maintains electronic medical record.
 - Registers patients into NextGen and updates family members and any changes in patient status.
 - Accurate collection and balancing of patient payments.
 - Maintains cultural sensitivity during the patient visit.
 - Quality scheduling of patients.
- Supports pod flow:
 - Monitors the schedule daily to ensure that it is filled accurately and completely.
 - Assists with Group Visit recruitment and flow (site specific)
 - Facilitation of patient flow.
 - Assists other pod members whenever possible.
 - Oversees appropriate cleanliness and activity in patient lobby.
 - Reception and appropriate distribution of all clinic deliveries.
 - Reports signs of abuse/neglect to a clinic manager.
 - Proper telephone operations for patients and employees and lab vendors.
 - Actively participates in Pod Huddles, including leading discussions and presenting topics, as needed
 - Supports Clinical team with all planned care initiatives.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

- Maintains basic knowledge of various programs pertaining to Clinica reimbursement including Medicaid, Medicare, CACP, Clinica Sliding Scale, CHP+, and third party payers.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

OPERATIONS PROGRAM MANAGER AND CENTRAL SCHEDULE MANAGER

Department: Operations
Reports to: Vice President, Operations

Date Prepared: March 2014
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica's mission to serve the medically underserved by providing the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

THIS JOB EXISTS TO: Support the Operations Department in high level complex work related to analysis and revision of work flow processes and procedures; monitoring and reporting of Operations Department metrics; management of department and intra-department projects that do not rise to the level of project management; provide oversight and support related to HIPAA and Joint Commission regulations; and direct supervision of Central Scheduling staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides direct supervision of Central Scheduling Department, overseeing:
 - Medical, dental and financial screening NextGen schedules
 - Medical, dental, screening leave requests processes
 - Medical and dental provider payroll
 - Medical provider call schedules
- Collaborates with medical, dental and screening to evaluate and revise scheduling practices.
- Functions as the organizational level Group Visit Program Manager.
- Assists the HIPAA Privacy Officer with program and functions related to HIPAA compliance.
- Functions as the Interim HIPAA Privacy Officer in the absence of the HIPAA Privacy Officer.
- Manages the organizational Joint Commission compliance and oversight program.
- Develops implements, evaluates and revises, as necessary, departmental policies and procedures.
- Manages department-wide tasks, as well as interdepartmental and system-wide process improvement projects that do not rise to the level of full organizational project management support.
- Collects and analyzes operations related metrics and prepares recommendations on outcomes of analysis.
- Works collaboratively with the Safety Officer to assure effective Emergency Planning activities are implemented.
- Works on special assignments that may be complex in nature where independent judgment and initiative are required in resolving problems and making recommendations



PHARMACIST

Department: Pharmacy
Reports to: Pharmacy Director

Date Prepared: October 2007
Location: Pecos, Peoples

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: To provide support for the operations of the pharmacy through filling orders, maintaining inventory and equipment, and supervision of Pharmacy Technicians.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides for the educational needs of healthcare professionals and patients and their families.
- Ensures strict control and accountability for drugs dispensed to patients or distributed to floor stock.
- Ensures compliance with clinic policies and procedures that apply to pharmacy services.
- Ensures compliance with all applicable Federal, State and local laws, rules and regulations.
- Assures adequate control and documentation of controlled substances.
- Maintains strict confidentiality of patients, guests and employee information.
- Fill prescriptions accurately and in a timely manner.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with our Compliance Officer in upholding our Compliance Plan
- Performs other duties and responsibilities, as assigned.

SUPERVISION: Clinical supervision of pharmacy technicians.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

This position is expected to perform responsibilities with general managerial direction. For immediate problems, the position is responsible for independent problem solving and must have the ability to work with minimal supervision. Progress is reviewed quarterly and results are measured and formally evaluated annually.

PHARMACY DIRECTOR

Department: Pharmacy
Reports to: Vice President, Clinical Services

Date Prepared: March 2009
Location: Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Work with Clinica leadership to maintain a pharmacy able to meet the need within our community. To perform as a pharmacist in addition to the administrative functions of planning and directing all pharmacy programs of the Pharmacy department

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages Pharmacy Operations to ensure that pharmaceuticals are made available to Clinica's patients in a safe, economical, and high quality fashion.
- Manages pharmaceutical inventories to assure that adequate stock levels are maintained, with minimal loss due to fraud, waste or abuse.
- Establishes and implements processes and procedures for the procurement and distribution of pharmaceuticals to clinic sites, including outlet pharmacies.
- Assures strict control and accountability for drugs dispensed to patients.
- Supervises all pharmacy personnel, to include coaching, training, scheduling, evaluating, hiring and terminating staff.
- Working with the Finance Department, prepares the annual pharmacy budget.
- Ensures compliance with clinic policies and procedures that apply to pharmacy services.
- Ensures compliance with all applicable Federal, State and local laws, rules and regulations.
- Manages the PHS 340B drug purchasing program.
- Develops and implements a program that improves the quality of pharmacy services and supports the quality improvement plan of the organization.
- Works with all departments at Clinica to continuously improve medication safety.
- Assures Clinica's pharmacies are appropriately licensed on a continual basis by the State of Colorado.
- Maintains a current pharmacist license and maintains professional competency.
- Ensures applicable continuing education records and licensure are maintained in personnel file.
- Participates on the Pharmacy Committee and other committees and teams, as required.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

families.

- Serves as Pharmacy Consultant for population based management initiatives to improve chronic illness care.



PHARMACY TECHNICIAN

Department: Pharmacy
Reports to: Pharmacy Director

Date Prepared: December 2005
Location: All Sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: To provide support for the operations of the pharmacy through filling orders, maintaining inventory and equipment, and filing required records and reports and managing the patient assistance programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet patients in a professional and courteous manner by phone and in person.
- Fill site prescriptions according to Clinica's medication outlet and pharmacy procedures.
- Manage patient assistance programs.
- Stock shelves; unpack orders and other inventory control functions.
- Order stock meds
- Cashier for the medication outlet including balancing of daily activities.
- Keeping all necessary logs in a timely manner.
- Check sample medication stock for expired meds and pull meds.
- Maintain sample medication logs.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with our Compliance Officer in upholding our Compliance Plan
 - Performs other duties and responsibilities, as assigned.

SUPERVISION: None

PHYSICIAN, FAMILY

Department: Medical
Reports to: Clinic Medical Director

Date Prepared: May 2004
Location: All

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality medical care that is culturally appropriate and prevention focused. Serves as a leader on the Pod contributing to the smooth, efficient, operation of the Pod, the Site and the Organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains a program of high quality, comprehensive health for the family, to include preventive medicine, behavioral sciences, and community health.
- Prepares and reviews medical histories and obtains data through interviews.
- Examines patients, formulates differential diagnostic plans, defines and orders required diagnostic testing. Interprets examination findings and test results, and implements treatment plans.
- Determines need for consultation and assists in medical care and treatment and consults other specialists as needed.
- Manages family practice inpatients, conducts rounds, and prescribes inpatient therapy. Participates in surgical, obstetrical, gynecological and critical care procedures according to training and demonstrated ability.
- Provides supportive and definitive care to patients with serious medical conditions with appropriate consultation, based on documented and demonstrated proficiency (e.g., applies planned care principles; practice variations from Clinica's treatment protocols as appropriate; limitations of training/experience are respected).
- Assists in the revision of clinical practice guidelines and Scope of Practice when needed by bringing outdated practice protocols to the attention of the Clinic Medical Director, as well as any expected/actual changes of licensure.
- Expands and maintains rapport with the medical community in the service area (e.g., interacts appropriately with other medical personnel outside of Clinica; actively seeks to broaden our referral network).
- Appropriately communicates with health & human services agencies, local governments, and community organizations as needed.
- Provides responsive off-hours medical services physically or by phone when the clinic is closed if applicable



**Department: Medical
2013**

Date Prepared: October

Reports to: Director, OB/GYN Services

Location: All

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality medical care that is culturally appropriate and prevention focused. Serves as a leader on the Pod contributing to the smooth, efficient, operation of the Pod, the Site and the Organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Executes tasks concerned with both pregnancy as well as female reproductive systems.
- Educates patients about important matters such as healthy diet, proper hygiene, and how to preclude complications when being pregnant.
- Prepares appropriate government and medical reports of childbirth and death.
- Takes care of the patient's health throughout all prenatal, natal, as well as post-natal periods. Treat diseases of female organs.
- Carries out cesarean or surgical operations, with keeping in mind the health of both the baby and mother.
- Diagnoses and treats problems related to female body parts and internal organs.
- Maintains a program of high quality, comprehensive health for the family, to include preventive medicine, behavioral sciences, and community health.
- Prepares and reviews medical histories and obtains data through interviews.
- Examines patients, formulates differential diagnostic plans, defines and orders required diagnostic testing. Interprets examination findings and test results, and implements treatment plans.
- Determines need for consultation and assists in medical care and treatment and consults other specialists as needed.
- Manages OB/GYN inpatients, conducts rounds, and prescribes inpatient therapy. Participates in surgical, obstetrical, gynecological and critical care procedures according to training and demonstrated ability.
- Provide consultative patient care services in obstetrics and gynecology to the patients, staff and providers of all CFHS sites.
- Work as perinatology extenders both in the clinic and the hospital to primarily manage



**Department: Medical
2013**

Date Prepared: October

Reports to: Clinic Medical Director

Location: All

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide high quality medical care that is culturally appropriate and prevention focused. Serves as a leader on the Pod contributing to the smooth, efficient, operation of the Pod, the Site and the Organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Providing care from birth to early adulthood for health of infants, children, and teenagers.
- Diagnosis and treatment of a variety of ailments specific to young people and track of patients' growth to adulthood.
- Works with different health care workers, such as nurses and other physicians, to assess and treat children with various ailments and day-to-day illnesses that are common to children—minor injuries, infectious diseases, and immunizations.
- Provides supportive and definitive care to patients with serious medical conditions with appropriate consultation, based on documented and demonstrated proficiency (e.g., applies planned care principles; practice variations from Clinica's treatment protocols as appropriate; limitations of training/experience are respected).
- .Assists in the revision of clinical practice guidelines and Scope of Practice when needed by bringing outdated practice protocols to the attention of the Clinic Medical Director, as well as any expected/actual changes of licensure.
- Expands and maintains rapport with the medical community in the service area (e.g., interacts appropriately with other medical personnel outside of Clinica; actively seeks to broaden our referral network).
- Appropriately communicates with health & human services agencies, local governments, and community organizations as needed.
- Supports and teaches team members at the site. Teaches students enrolled in a relevant health- profession training program.
- Demonstrates knowledge of the principles of growth and development over the life span, and stays current with changes in this area.
- Provides Human Resources staff the needed documentation, paperwork, and signatures to complete credentialing and privileging (initial and biannual).



Department: Accountable Care
Reports to: Accountable Care Director

Date Prepared: December 2013
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide leadership at the organizational level assure that the organization's activities around Accountable Care Collaborative operate effectively and efficiently including ensuring that there is consistency across sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Accountable Care Program Management:

- Monitor SDAC Key Performance Indicators to identify areas for improvement
- Develop and implement organizational and site level trainings related to Accountable Care initiatives
- Partner with site level leadership to assist the sites with maximizing staff/patient satisfaction related to Accountable Care activities
- Assist the Director of Accountable Care in the development of policies and procedures related to Colorado's Accountable Care Collaborative and the Regional Care Collaborative Organizations
- Facilitate ongoing and ad hoc work groups and committees as assigned
- Collaborate with clinical and operational site leaders to assure that all sites are consistent in the array of patient centered services and care delivery for individuals who are identified as high ER utilizers or patients with multiple readmissions.
- Support the Director of Care Transitions to implement effective and efficient programs to the deliver patient care through transitions from the hospital to outpatient settings including the home and the clinic.
- Collaborate with appropriate executive and site level staff to create effective interventions for patients who are identified as high ER utilizers
- Collaborates with Director of Accountable Care and clinical leaders to develop quality improvement aims related to Accountable Care including defining measures of success and leading rapid cycle tests of change.
- Converts data into useable information (identify the data necessary to establish the baseline and measure the change, data gathering, presentation, interpretation, and analysis.
- Provides project management, data analysis and measurement of outcomes,



Department: Strategic Support
Reports to: Business Intelligence Director

Date Prepared: January 2013
Location: Admin

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

THIS JOB EXISTS TO: The BI Project Manager will be responsible for the management activities of the Clinica's Business Intelligence team as they focus on three different types of projects:

1. BI product development and database solutions
2. Supporting teams in implementation of the BI solutions suite and data warehouse solutions
3. Support for internal infrastructure projects

The BI Project Manager role involves the estimating, planning, execution, and administration of multiple projects across the full project lifecycle, including strategy through implementation for moderate to high complexity and high risk initiatives. Ability to independently plan, organize, and control the activities of multiple, large scale, cross functional project teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Lead people and teams. Manage, guide, mentor, motivate, and lead company personnel toward accomplishment of project goals
- Develop detailed project plans, including work breakdown structures, schedule creation, effort and resource planning, and synthesizing of plans across multiple projects
- Scope and estimate various phases of project lifecycle work during both business development and project execution
- Work with teams to validate, implement and train BI solutions
- Be the first line of response to support questions regarding delivered BI solutions

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains a safe work environment by remaining informed of and compliant with the clinic's safety policies, and in particular by application of safe practices in area of own responsibility.
- Compliance:
 - Knowledgeable of and compliant with laws and regulations governing area of responsibility.
 - Responsible for reporting any potentially non-compliant conduct.
 - Cooperates fully with our Compliance Officer in upholding our Compliance Plan



Department: Clinical
Reports to: Director of Nursing

Date Prepared: June 2004
Location: All CFHS sites

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide nutrition education and diabetes education to patients and their families to prevent and decrease complications of diabetes and other diseases while promoting health and self- management care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides diabetes self-management education for patients and families including information on blood sugar control, glucometer use and maintenance, insulin and medication use and storage, diabetes self-care and self-management goal setting.
- Provides diabetes education for patients with diabetes during pregnancy or with gestational diabetes. Orders diabetes medical supplies as needed for patients with and without insurance.
- Provides nutrition counseling to patients during pregnancy, or patients with a nutrition-related condition.
- Provides expertise and nutrition counseling to clients in the Prenatal Plus program.
- Works with Case Managers staff to counsel patients on nutrition or weight gain issues and provide expertise and advice to staff as needed.
- Plans, develops and implements nutrition or diabetes-related training for nurses, and the Prenatal Plus staff (social workers and case managers).
- Plans, develops and implements diabetes or other nutrition education activities or classes for adult patients and families.
- Develops and reviews diabetes and nutrition education materials for patients, families and staff.
- Assists in the development of the overall health education plan.
- Administers health education activities in related grants.
- Provides expertise in the area of program planning and evaluation to the Case Managers, clinic committees, Health Outcomes Committee and the Total Quality Management Committee.
- Acts as a liaison to community resources and agencies in relation to diabetes or health education resources and activities.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

Improvement Program.

- Demonstrates knowledge of the principals of growth and development over the life span.

VICE PRESIDENT OF CLINICAL SERVICES

Department: Clinical
Reports to: CEO

Date Prepared: September 2012
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide leadership, direction and administration of all dimensions of clinical activities to ensure accomplishment of clinical objectives to optimize the health of the patient and community. Provide the highest level of continuously improving quality medical care, health education and preventive services possible, embracing the values of:

- Continuous Performance Improvement
- Efficiency
- Teamwork
- Holistic approach to health
- Respect for patients and staff
- Continuity of care
- Customer Service
- Fiscal responsibility
- Integrity
- Caring
- Staff Development
- Confidentiality

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops a high functioning partnership with the other person in the role of VP of Clinical Services through excellent communication and shared responsibility.
- Participates and partners with other executive team members to form a high functioning leadership team.
- Partners with the other VPCS to oversee strategic clinical planning and population health.
- Shares leadership of the entire clinical team including providers, nursing, nutrition, pharmacy and behavioral health as assigned.
- Shares day-to-day supervision and coaching of Clinic Medical Directors including recruiting, training, and supporting with hiring/firing authority and performance appraisals as assigned.
- Shares responsibility for recruitment of clinicians at CFHS.

VICE PRESIDENT, OPERATIONS

Department: Administration
Reports to: CEO/President

Date Prepared: May 2009
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: The purpose of this position is to provide executive leadership to the Operations Department staff, to include: planning, organizing, coordinating and directing all aspects of this department. The incumbent also manages the Call Center and Operations responsibilities for the People's Clinic's Healthcare for the Homeless Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan, develop, organize, implement, direct and evaluate the organization's operations function and performance.
- Participates on the Executive Team to develop and implement strategic objectives in support of the organization's Mission, Vision and Key Success Factors.
- Translate the strategic and tactical business plans into Operations strategic and operational plans.
- Develops, implements, evaluates and revises, as necessary, departmental policies and procedures.
- Evaluates and advises on the impact of long range planning of new programs/strategies and regulatory action as those items impact clinical operations activities that facilitate and support the delivery of cost-effective, high quality patient care.
- Manages the budget and other financial measures of the Operations department. Assures that clinical operations processes and procedures are effective in the areas of budgeting, billing and internal control.
- Coordinates Joint Commission on Accreditation of Health Care Organizations activities.
- Keeps the organization's defined Scope of Project accurate and makes sure that requests for changes are submitted in a timely fashion to protect the organization's interest.
- Actively participates in the organization's Quality Improvement programs, to include Office Redesign.
- Functions as the organizational Health Insurance Portability and Accountability Act (HIPAA) Privacy Officer and oversees all HIPAA related events, investigations and



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

compliance with HIPAA Privacy rules.



VICE PRESIDENT, STRATEGIC SERVICES

Department: Strategic Support
Reports to: CEO/President

Date Prepared: March 2013
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Interpret, define and implement organizational strategy. Ensure that organizational strategic initiatives are appropriately resourced with management support, business intelligence tools and IT. Help identify appropriate measures of success and help drive efficiency in order to effectively move our strategic priorities forward.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan, develop, organize, implement, direct and evaluate the organization's strategic support function (including information technology, business intelligence and process improvement) and performance.
- Day-to-day direct supervision/coaching of Directors of Information Technology, Business Intelligence and Process Improvement including hiring/firing authority and performance appraisals.
- Work with the executive team to define strategic vision and direction. Define timelines and oversee project management of organizational activities.
- Develop innovative process improvement strategies and implementation plans and programs.
- Support end users by helping them to define their needs and intelligently interpret reports and data and how the data relates to organizational key outcomes.
- Conduct needs assessments for developing, testing and formatting reports in a digestible and actionable format.
- Direct the design, development, and maintenance of systems, programs, and systems software to meet management and company's information needs.
- Oversee the design, development, implementation and evaluation of technology systems and programs.
- Business owner of reports and data, working with leaders to identify the data and reports needed to measure our success.
- Responsible for developing and maintaining systems and processes to verify and ensure data accuracy.

VICE PRESIDENT OF DENTAL SERVICES

Department: Dental
Reports to: CEO/President

Date Updated: May 24, 2010
Location: Thornton/Pecos

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Work with Clinica leadership to build a dental practice able to meet the need for dental services within our community. To perform dental care in the diagnosis and treatment of patients in addition to the administrative functions of planning and directing all dental programs of the dental department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for organizing and implementing dental programs to include: scheduling, data collection, reporting statistics, and evaluating on-going processes and procedures.
- Responsible for in-house dental training, and dental staff evaluations.
- Coordinates operations of all dental clinics and programs with other Clinica departments and outside agencies.
- Translate the strategic and tactical business plans into dental practice strategic and operational plans.
- Attends conferences and meetings of dental importance whenever possible. Maintains dental skills and abilities by keeping abreast of the field.
- Provides care in the following disciplines of general dental practice: diagnosis, preventative dentistry, operative dentistry, pedodontics, periodontics, removable prosthodontics, endodontic, fixed prosthodontics, oral surgery and orthodontics.
- Collaborates with CEO/President to develop strategies and implementation plans and programs to develop the dental practice. Identifies appropriate and effective external sources for support.
- Coordinates operational aspects of the dental practice in collaboration with the Operations department.
- Evaluation of the dental team for continual improvement of the efficiency and effectiveness of the group as well as providing individuals with professional and personal growth with emphasis on opportunities (where possible) for individuals.

OTHER DUTIES AND RESPONSIBILITIES: As a leader of the organization, to be alert to



VICE PRESIDENT, HUMAN RESOURCES

Department: Administration
Reports to: CEO/President

Date Prepared: September 2006
Location: Lafayette

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Provide direction, management and functional responsibility for day-to-day HR processes and improvement input in the areas of administration of policies, compensation, payroll, training, employee relations, organizational management, recruitment, retention, safety and compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan, develop, organize, implement, direct and evaluate the organization's human resource function (including payroll, compliance and safety) and performance.
- Participate in the development of the corporation's plans and programs as a strategic partner but particularly from the perspective of the impact on people, safety and compliance.
- Translate the strategic and tactical business plans into HR strategic and operational plans.
- Evaluate and advise on the impact of long range planning of new programs/strategies and regulatory action as those items impact the attraction, motivation, development and retention of the people resources of the corporation.
- Develop staffing strategies and implementation plans and programs to identify talent within and outside the corporation for positions of responsibility. Identify appropriate and effective external sources for candidates for all levels within the organization.
- Develop progressive and proactive compensation programs to provide motivation, incentives and rewards for effective performance.
- Propagate programs to allow the organization to embrace applicants and employees of all backgrounds and to permit the full development and performance of all employees.
- Develop human resource planning models to identify competency, knowledge and talent gaps and develop specific programs for the filling of the gaps. Areas of activity will include talent management through proper succession planning programs for key contributor and management positions, training and development programs for preparing employees for more significant responsibilities and general business development programs to enhance employee knowledge and understanding of the business of the organization and the industry.



CLINICA FAMILY HEALTH
COPYRIGHT 2017
ALL RIGHTS RESERVED

relevant comparable organizations, industries and markets.

VICE PRESIDENT, STRATEGIC SERVICES

Department: Strategic Support
Reports to: CEO/President

Date Prepared: March 2013
Location: Administration

OVERALL RESPONSIBILITIES:

To uphold Clinica Family Health Services' mission to provide the highest level of continuously improving quality medical, dental, and behavioral care, health education and preventive services possible to the uninsured and underserved, embracing the values of:

- Service to Others
- Creativity
- Diversity
- Excellent Teamwork
- Do the Right Thing
- Make Clinica a Great Place to Work

This job exists to: Interpret and define organizational, site and departmental initiatives in order to identify appropriate measures of success. Ensure that information, especially data and reports are effectively and efficiently produced, understood and available in a useable form in order to effectively move our strategic priorities forward.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support end users by helping them to define their needs and intelligently interpret reports and data and how the data relates to organizational key outcomes.
- Conduct needs assessments for developing, testing and formatting reports in a digestible and actionable format.
- Directs the design, development, and maintenance of systems, programs, and systems software to meet management and company's information needs.
- Oversees the design, development, implementation and evaluation of technology systems and programs.
- Business owner of reports and data, working with leaders to identify the data and reports needed to measure our success.
- Thorough knowledge and understanding of the clinical, operations, and financial aspects of our business in order to make the best use of our report writing and data analysis to meet our strategic data needs.
- Responsible for developing and maintaining systems and processes to verify and ensure data accuracy.
- Work with clinic leadership to develop work flow processes that assure accurate, efficient data input and in order to assure that data output is accurate.
- Coordinate and assure timely and accurate submission of the UDS and other government reports.
- Maximize use of the Business Intelligence tool to satisfy the majority of our routine EHR/EPM data needs including updating tools and training staff on their use.