



## DIRECTOR OF CLINICAL OPERATIONS

Job Requisition #19-0053  
Location: **Riverside Health Center**  
Application Deadline: **Until Filled**

Hours per Week: **40**  
Status: **Full Time**  
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 45 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care.

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

### Essential Duties

The Director of Clinical Operations is accountable for implementation and leadership of the CHCB Team Based Care Delivery Model; to include the planning and oversight of the Clinical Services Department(s) and Nursing. This position will: collaborate with CHCB Executive Team and other CHCB department leaders in the development of organizational strategic plans, quality improvement strategy, and control/sustainability plans; ensure optimal interdepartmental communication, with a focus on organizational cultural enhancement with a mission and team driven, positive leadership style; be accountable for the oversight and leadership of the CHCB Quality Improvement Program, to include partnering with CHCB Risk Manager and Compliance Officer; be accountable for ensuring appropriate departmental compliance with CHCB policies/procedures and regulatory requirements; be accountable for ensuring for the development and oversight of the Clinical Operations fiscal year budget, for operating the department(s) within budgetary constraints, supporting budget goals for clinical visits and for the ongoing analysis and reporting functions for the Clinical Services Department(s).

### Basic Qualifications

- Relevant Bachelor's Degree (Master's Degree preferred) in Science and Nursing, Healthcare Administration, Public Health or Other relevant Healthcare Leadership
- Minimum five years of relevant clinical experience.
- Minimum five years of leadership experience in a healthcare setting.
- Relevant Licensure/Certification as related to professional degree/educational background

### Knowledge, Skills and Ability

- Knowledge of business and leadership principles involved in strategic planning, resource allocation, productivity and performance measurement.
- Knowledge of primary care medical practice leadership, protocols, processes, and procedures.
- Knowledge and understanding of HRSA Health Center Program (330 Grant) requirements.
- Proficiency in computer technology applicable to clinical operations (HIT, EHR, PMS, etc)
- Knowledge and understanding of impact of Clinical Operations on overall organizational financial sustainability; oversight of applicable service lines and ability to assess and define VOI/ROI and ability to work positively with providers to implement new service lines and improve existing health services
- Knowledge of Patient Centered Medical Home model, concepts, competencies, and criteria
- Knowledge of, and ability to oversee and lead Care Coordination and Care Management programs/services

To apply for this position, please send a resume and cover letter to: [HR@CHCB.org](mailto:HR@CHCB.org)

The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

**Learn More! See our Website at [www.chcb.org/careers/positions-available](http://www.chcb.org/careers/positions-available)**