



Position Description

DIRECTOR OF CLINICAL SERVICES

Incumbent	Open
Functional Title:	Director of Clinical Services
Supervisor	Executive Director
Department	Clinical Services
Location	Mobile, Alabama
Salary Range	\$60,000 to \$75,000
FLSA Designation	Exempt

Duties and Responsibilities

The primary purpose of this position is to plan, organize, develop, and direct the overall function of SHELL Health in accordance with current federal, state, and local standards, guidelines, and regulations to ensure that the highest quality of care is maintained at all times.

1. Supervise all department staff, including work allocation, training, problem resolutions, and annual performance evaluations.
2. Manage day-to-day functions of lab activities and staff. Maintain quality control program to ensure reliable testing, proper function of lab equipment, and compliance with federal regulations.
3. Oversee and coordinate all day-to-day patient care activities and operations, and identify opportunities for improvement in conjunction with advice from Executive Director.
4. Collaborate with staff physicians and nurse practitioners on matters that impact patient care.
5. Develop, maintain, and execute clinical, HIPAA, OSHA, and clinically administrative policies and procedures for SHELL Health.
6. Serve as practice administrator of electronic medical record (EMR) system; manage optimization of EMR system and reporting, adopting practices for efficiency and quality.
7. Oversee clinical quality improvement (CQI) program; collaborate with CQI team to develop annual quality plan and goals; perform outcomes-based, data-driven quality activities.
8. Track, plan, and manage clinical budget in conjunction with Executive Director, CFO, and CEO.
9. Manage all 340B pharmacy partnerships and programs.
10. Encourage teamwork with staff across disciplines to ensure an efficient patient flow and holistic care.
11. Ensure that staff are aware of educational and training opportunities and encourage participation.
12. Keep up to date with trends in HIV and STI care and disseminate new information to staff.
13. Assist in grant writing, when requested by the Executive Director, for funding sources related to the clinic; when funding sources are discovered, present those opportunities to Executive Director for approval to submit applications.
14. Address patient grievances according to grievance policy.
15. Collaborate with local and state health departments and other agencies to provide timely patient care.
16. Community outreach with local physicians, hospitals, and clinics about our services.
17. Other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of clinical administration, principles, practices, and techniques
- Knowledge of HIPAA laws
- Knowledge of HIV/STI transmission, prevention, and disease process
- Ability to work full time, including occasional nights and weekends

- Ability to supervise and train people
- Ability to formulate, understand, and apply applicable rules, regulations, policies, and procedures
- Ability to analyze reports and assess budgetary needs
- Ability to review and interpret written information; prepare and respond to written communications; communicate effectively with clients, colleagues, and community partners; and exchange accurate information in person, by telephone, and through electronic communication
- Ability to communicate effectively, orally and in writing, in English
- Ability to engage in long periods of sitting, standing, or walking; frequent movement between work areas; climbing stairs; and occasional stooping, bending, reaching, or lifting and carrying materials weighing up to 35 pounds
- Ability to collaborate with patients and staff from diverse populations (e.g., people living with HIV or other STIs, individuals experiencing homelessness, LGBTQ individuals, racial and ethnic minority communities)

Minimum Qualifications

- BSN, MPH, MHA, or degree in related field with five (5) years of experience working in a clinical setting; and
- Three (3) years of supervisory experience building or managing a clinic; and
- Experience with Microsoft Office and EHR systems (NextGen preferred but not required)

AIDS Alabama South is an equal opportunity employer. We do not discriminate on the basis of actual or perceived HIV status, race, color, national origin, religion, sex, sexual orientation, gender identity, age, national origin, disability, protected veteran status, genetic information, pregnancy, or any other characteristic protected by law. Employment is contingent upon satisfactory completion of the pre-employment requirements applicable to the position. Depending on the duties of the position, these requirements may include verification of identity and authorization to work; verification of education, license, certifications, or other credentials; professional reference checks; a criminal background check; a motor vehicle record review; and other lawful, job-related screening requirements. Any disability-related inquiry or health-related screening will be conducted only after a conditional offer of employment and in accordance with applicable law. AIDS Alabama South will consider reasonable accommodations when required by law.