



COMMUNITY ACTION OF LARAMIE COUNTY, INC.

Job Title:	Crossroads Healthcare Clinic Program Director
Reports To:	Executive Director
ID:	
Type of Position:	Hours ____ 40 ____ /week Full Time / Exempt

GENERAL DESCRIPTION

The Program Manager provides overall leadership of Health Care for the Homeless (HCH) operations via planning, directing, monitoring, reporting, and coordinating activities to ensure that HCH meets the needs of our patients and fulfills our mission in a financially-viable manner. The Program Manager reports to the Executive Director and fosters productive working relationships among staff, consumers, and governmental and community organizations in accomplishing our mission.

JOB RESPONSIBILITIES & REQUIREMENTS

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the position if the work is similar, related, or a logical extension of the duties assigned to this position.

- Directs the development of HCH via forecasting, analysis and strategic planning activities. Establishes short and long-range goals and objectives to further the mission of the HCH.
- Develops, implements, monitors and reports indicators of performance in all aspects of operations, including financial performance, clinical outcomes, customer service, quality assurance, utilization review standards, federal/state regulations, etc. Implements operational changes as needed.
- Assesses customer and community needs and develops, implements, and markets program services to respond to those needs. Develops grant applications and other proposals. Negotiates contractual arrangements with other service providers and organizations as necessary.
- Ensures compliance with policies and objectives set by the Community Action of Laramie County, Inc., Board of Directors. Prepares monthly program reports on outcomes and performances and submits the same to the CALC Board of Directors. Provides information, advice and/or assistance to the Executive Director and the CALC Board of Directors as required to discharge their responsibilities.
- Oversees daily operations, including:
 - Directing financial planning, forecasting and preparation of budgets, analyzing financial performance, and ensures compliance with financial standards, practices and regulations.
 - Coordinating all aspects of human resource management with the Human Resources Director including: staffing analysis, recruitment and compensation; developing, evaluating, retaining, and disciplining staff.
 - Maintaining positive employee/provider relations and work environment.
 - Ensuring appropriate management and operational information systems and resources are developed, implemented and maintained.
 - Planning, allocating, organizing and maintaining facilities to meet patient needs.
 - Developing and monitoring operational policies and procedures.
- Serves as a spokesperson to project a positive image of the HCH and to facilitate provision of additional health care services to clients.

SUPERVISORY REQUIREMENTS:

- Responsible for the supervision of the Crossroads Healthcare Clinic Nurse Practitioner, Clinic Director, Registered Nurse, Medical Assistant, Outreach /Case Manager, and the Receptionist. Evaluates assigned subordinate staff performance annually.
- The Program Manger shall establish, with the CALC Executive Director, at the beginning of each year a work plan/timetable of significant goals and objectives to be used as a performance evaluation tool at the end of the 12-month period.

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EDUCATION & EXPERIENCE

- Bachelor's degree in health or social service, plus management experience in low-income programs is preferred.
- Experience working with people of low-income may be substituted for college attendance on a year-for-year basis.

KNOWLEDGE & SKILLS

- Demonstrate understanding of the socio-economic and health care problems of low-income groups, and a commitment to sensitively serving disadvantaged populations required.
- Demonstrate personal effectiveness skills and abilities such as planning, goal setting, time management, ability to meet deadlines, etc.
- Ability to establish boundaries which ensure professionalism and ethical interactions, and ability to adhere to established policies and procedures.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and policy manuals.
- Ability to write routine reports and correspondence with appropriate grammar, spelling, and punctuation.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate income based off of provided documentation
- Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to apply common sense understanding to carry out detailed written or oral instructions.
- Attention to detail, multi-tasking and excellent interpersonal communication skills.
- Exceptional Customer Service
- Excellent Computer skills
- Ethical & Professional
- Self-Motivated and Attention to detail
- Must be able to communicate effectively with staff and the public.
- Must be able to work flexible hours, to include some evenings or weekends.

PHYSICAL & ENVIRONMENTAL REQUIREMENTS

Reasonable Accommodations Can Be Made For Persons With Disabilities

- While performing the duties of this job, the employee is regularly required to sit for periods of up to two hours; use hands to finger, handle or feel; is frequently required to reach with hands and arms; and is frequently required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl.
- Must be able to work outdoors in all types of weather.
- Must occasionally lift and/or move up to 25 pounds.
- Must possess the visual acuity to focus up close and routinely work with computers.
- Must be able to hear and process ordinary conversation and telephone conversation.
- Must be willing to submit to a yearly TB test or provide documentation of medical exemption.
- Must be able to tolerate air-conditioned buildings and fluorescent lights.

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OTHER REQUIREMENTS	
<ul style="list-style-type: none"> • Requires Frequent Local Travel and Occasional Out-of-Town Travel • Bi-lingual skills with English/Spanish speaking ability a plus • Must be Skilled in Oral and Written Communication • Ability to perform duties with minimal supervision • Must be willing to submit to and pass a background check • Must submit a clean driving history, possess a valid driver's license, and be insurable through CALC's insurance provider 	

ADMINISTRATIVE APPROVAL	
APPROVED BY <i>Leticia Summers</i>	Date <i>May 9, 2016</i>

BOARD APPROVAL	
APPROVED BY <i>Chiqqi</i>	Date <i>5-5-16</i>