



Heart of Ohio Family Health  
Centers  
Senior Director

**Summary:** The Senior Director works in collaboration of Heart of Ohio Family Health Centers with Mount Carmel Health Systems (East) to address Infant Mortality. To provide overall management for the implementation of State of the Art Women’s Health Services to patients. Responsibilities include directing and managing clinical improvement initiatives, ensuring regulatory compliance and promoting improved health care outcomes.

**Reports to:** Chief Executive Officer

**Supervises:** Yes

**Dress Requirement:** Business casual in accordance with Heart of Ohio Family Health Centers dress code policy

**Work Schedule:** Part Time Position, Monday through Friday during standard business hours  
Times are subject to change due to business necessity

**Exempt:**  Non-Exempt

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**Job Duties:** These are considered essential to the successful performance of this position:

- Seek approval from HRSA on site expansion
- Collaborative recruiting/mentorship/credentialing of providers and support staff
- Oversight of operational functioning of the clinic
- Oversight of scheduling of the patients
- Monitors/responsible for overseeing the required clinical quality reports/surveys as well as develop and implement quality improvement activities focused on improvement.
- Manages the potential quality of care grievance resolution process
- Manages the day to day needs of the patients and staff, identifying gaps and developing solutions to remediate those gaps
- Analyzes and evaluates the effectiveness of projects activities for results and outcomes related to strategic goals
- Works collaboratively and promotes positive relations with providers, staff of both organizations and external stakeholders as assigned
- Other duties as assigned

**Job Qualifications:** (Experience, Knowledge, Skills and Abilities)

- MHA or other Master’s Degree or equivalent in nursing, public health, or a related field and progressive management experience, or an equivalent combination of education and experience required
- 5 years or more of management experience required
- Experience in quality improvement preferred
- Ability to develop trended reports with analysis and develop appropriate action plans for submission to Quality Committees.
- Experience with FQHC organizations a plus
- Demonstrated ability to manage complex projects; Ability to comprehend technical documents and programs.
- Knowledge of common statistical programs, spreadsheet and database management, and word processing.
- Must have the patience, self-confidence and communication skills necessary to work with the clinical and administrative staff and the provider community.
- Must demonstrate self direction and be able to manage multiple priorities.
- Needs appropriate sense of urgency to react to situations quickly and decisively.
- Flexible with the ability to shift priorities and problem solve on short notice.

**Benchmark Deliverables:**

- Collaborative clinic to be operational within 90-120 days
- Expected visits for providers 30 patient visits per day
- Patient revenue \$2,400 (approximately) per day
- Reviewing of quality outcomes such as, entry into of care, birth weight, infant mortality, post-partum visits, delivery types, breast feeding rate, establishment of primary care for mother and child, etc.

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**Guiding Principles:** Communication, Teamwork, Attitude, Diversity, Service

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**Equipment Operated:**

Telephone	Computer	Printer
Fax machine	Copier	Other office equipment as

assigned

**Facility Environment:**

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

**Physical Demands and Requirements:** these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
  
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

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**Indicate Frequency of Factors that Contribute to this Position:**

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	
Randomly changing work pace	2
Fast, sometimes chaotic, high stress work pace	2
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	0
Exposure to disease or bacteria	0
Handles closed containers or vials of patients’ bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money or financial accounts (cash, checks or credit cards)	0

Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	2

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager. I understand this job description is not a contract of employment and my employment is *at will*.

Original to Personnel File  
Copy to Employee