



Job Description

Director of Operations (DOO)

Individuals interested in this position should submit a cover letter and resume to Jessica Hartman, CEO, via email - jhartman@hhcama.org. The position will remain open until it is filled.

Haven Health Clinics (Haven Health or Haven) is a 501(c)3 nonprofit that was founded in 1968. The mission of Haven is to provide reproductive health care and education. Haven's vision is a Texas Panhandle where everyone can access comprehensive and client-centered family planning and sexual health care and education.

Haven Health Clinics | 1 Medical Drive, Amarillo, TX 79106
806.322.3599 | www.havenhealthamarillo.com

POSITION DESCRIPTION: The Director of Operations is responsible for overseeing the daily operations of Haven Health Clinics, ensuring efficient, compliant, and high-quality delivery of patient services. This role partners closely with the CEO to implement organizational priorities, ensure strong operational performance, and support a patient-centered care model. The Director of Operations provides leadership across clinic operations, staffing, compliance, and patient experience while contributing to financial and strategic decision-making. This position plays a critical role in maintaining compliance with Title X and all applicable federal, state, and local regulations including the Texas Family Planning Program.

QUALIFICATIONS:

Required

- Bachelor's degree in healthcare administration, business, or related field
- Experience in healthcare operations
- Experience with EMR systems and healthcare data reporting
- Strong knowledge of healthcare operations, compliance, and regulatory requirements
- Strong leadership, communication, and organizational skills
- High level of professionalism, emotional intelligence, and sound judgment

Preferred

- Experience in family planning, public health, or Title X programs
- Experience in outpatient or clinic-based healthcare settings
- Ability to read, write, and speak in Spanish

REPORTS TO: Chief Executive Officer

CLASSIFICATION: Exempt, Full-Time

WORK HOURS: The Clinic is open Monday – Thursday 8:00 a.m. – 5:00 p.m. and Friday 8:00 a.m. – 12:00 p.m.

Additional details: Certain staff, including those directly managed by the DOO, must arrive between 7:45-7:50am to prepare for 8:00am appointments. Staff meetings occur on the second Friday of each month after the clinic closes at 12pm.

KEY RESPONSIBILITIES

Strategic & Operational Leadership

- Partner with the CEO to support organizational goals and translate them into effective clinic operations, staffing models, workflows, and measurable outcomes
- Monitor clinic performance using key metrics and ensure operations remain efficient and aligned with organizational priorities

Compliance & Quality

- Ensure compliance with Title X and all federal, state, and other program requirements
- Promote a culture of accountability, safety, and regulatory adherence

Financial & Revenue Cycle Oversight

- Participate in budgeting, forecasting, and financial performance discussions
- Oversee revenue cycle operations, including billing, collections, and grant-funded programs, ensuring adherence to payer requirements and accurate management of charges, payments, and denials

Staff Leadership & Culture

- Lead, supervise, and develop clinic staff, to include hiring, onboarding, performance management, and retention
- Foster a positive, high-performance culture with clear communication and accountability

Patient Care & Experience

- Ensure the delivery of safe, timely, and patient-centered care
- Promote adherence to Culturally and Linguistically Appropriate Services (CLAS) standards and equitable service delivery
- Monitor patient satisfaction, outcomes, and required reporting

Technology & EMR Oversight

- Oversee the use, integrity, and optimization of the EMR system (CureMD)
- Ensure accurate documentation, reporting, and staff adherence to workflows
- Coordinate with IT and vendors to resolve issues and support system effectiveness

Relationships & Coordination

- Maintain strong relationships with staff, providers, vendors, and stakeholders
- Serve as a liaison between operational, clinical, and administrative functions

Physical Activity Requirements

Constant (67-100% of workday):

- Reaching: Extending hand(s) and arm(s) in any direction.
- Walking: Moving about on foot to accomplish tasks.
- Alternate Sitting or Standing at Will: Having the flexibility to alternate between sitting and standing as needed.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to patients and to convey detailed spoken instructions to other employees accurately or quickly.
- Hearing: The ability to hear, understand, and distinguish speech and/or other sounds (in person, via telephone, or via electronic medium).

Frequent (34-66% of workday):

- Near Visual Activity: Clarity of vision at approximately 20 inches or less including use of computers.
- Far Visual Activity: Clarity of vision at 20 feet or more to see a person and/or object and the ability to recognize features as well.
- Peripheral vision: Observing an area that can be seen up and down or to the right or left when eyes are fixed on a given point.
- Keyboarding: Entering text or data into a computer by means of a traditional keyboard which is used as the primary input device on a computer.
- Stooping: Bending body downward and forward by bending spine at the waist.
- Repeating motions that may include the wrists, hands, or fingers.
- Picking, pinching, typing, or otherwise working primarily with fingers rather than the whole hand or arm as in handling.

Occasional (33% or less of workday):

- Working in a moderately noisy environment.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.
- Pulling: Using upper extremities to exert force to draw, drag, haul, or tug objects in a sustained motion.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- Heavy work: Lifting up to 20 pounds to move objects.