



## **Job Description - Director of Operations**

*Individuals interested in this position should submit a cover letter and resume to Jessica Hartman, CEO, via email - [jhartman@hhcama.org](mailto: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 access to quality medical care, reproductive health services, and education for women and men throughout the region regardless of their ability to pay.

Haven Health Clinics | 1 Medical Drive, Amarillo, TX 79106  
806.322.3599 | [www.havenhealthamarillo.com](http://www.havenhealthamarillo.com)

### **POSITION DESCRIPTION / QUALIFICATIONS**

The Director of Operations is responsible for the daily operational functions of the clinic and will ensure smooth operation, oversee staff, implement policies to maintain quality patient care, and ensure federal Title X requirements and other requirements are met. The Director of Operations must have an in-depth understanding of reproductive healthcare management, excellent interpersonal skills, be able to manage time effectively, and have outstanding problem-solving and organizational abilities. Experience using electronic medical records (EMR) is helpful, but the ability to learn and use EMR software is essential. The ability to read, write, and speak in Spanish is beneficial.

### **KEY DUTIES**

- **Strategic Planning**
  - Collaborate with the CEO in setting and driving organizational vision.
  - Contribute to the development and implementation of operations strategy and clinic goals and objectives.
- **Quality Assurance (QA) and Compliance**
  - Oversee QA and Compliance staff to ensure the clinic observes all relevant regulations and accreditation standards.
  - Ensure adherence to established policies and procedures.
- **Operational Oversight**
  - Oversee operations to include scheduling, staffing, and resource allocation.
  - Monitor Clinic performance by tracking key measurements and reporting on operating condition of the Clinic.
  - Identify areas for improvement and implement strategies to enhance efficiency and patient outcomes.
- **Relationship / Staff Management**



- Build and maintain positive relationships with staff, physicians, providers, patients, clients, and other stakeholders.
- Collaborate with the CEO to ensure effective recruiting, hiring, and retention.
- Oversee and support office staff to include onboarding, professional development (i.e. training), and performance management.
- Manage and oversee volunteers.
- **Patient Care**
  - Remain open and non-judgmental towards patients in accordance with Culturally and Linguistically Appropriate Services (CLAS) standards.
    - <https://thinkculturalhealth.hhs.gov/clas/standards>
  - Collaborate with the clinical staff (i.e. Medical Director and Clinic Supervisor) to ensure the delivery of safe, effective, and timely patient care.
  - Ensure all patient visit data is reported on time to appropriate entities
- **Financial Management**
  - May be involved in budgeting, financial reporting, and resource allocation.
  - Oversee the electronic medical record (EMR) software
  - Oversee patient charges, private insurance billing, Title X and other grant funded billing, and other collection methods.
- **Perform other duties as assigned**
  - Must be able to deal with frequent interruptions and task changes.
  - Must possess adaptability.
  - Must display intellectual maturity and emotional intelligence.

**REPORTS TO:** Chief Executive Officer

**CLASSIFICATION:** Exempt

**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. (Front office staff must be at work at 7:50am.)

***Physical Activity Requirements:***

**Constant (67-100% of workday):**

- Reaching: Extending hand(s) and arm(s) in any direction.
- Sitting: Remaining in a stationary sitting position for sustained periods of time.
- 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 or via telephone).

**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.
- Standing: Remaining on one's feet in an upright position without moving about.
- Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- 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. This factor is important if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
- Repeating motions that may include the wrists, hands, or fingers.
- Fingering: Picking, pinching, typing, or otherwise working primarily with fingers rather than the whole hand or arm as in handling.
- Gross manipulation: Seizing, holding, grasping, turning, or otherwise working with the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as a syringe. Steadily holding medical devices for several minutes at a time.

**Occasional (33% or less of workday):**

- Working in a moderately noisy environment.
- Heavy work: Lifting up to 20 pounds to move objects.