

MISSION STATEMENT: Clínica Tepeyac's mission is to provide culturally competent health care and preventive health services for the Chief Health Officer underserved.

Now in its 22nd year, Clínica Tepeyac has distinguished itself as a dynamic organization with visionary leadership, dedicated to eliminating health disparities for residents in the Denver Metro area. Clínica is a \$4 million operation that was designated as a Federally-Qualified Health Center (FQHC) in 2015. As an FQHC, Clínica has the financial resources and technical support to build upon its steadfast commitment to high quality patient care, quality improvement, best practices, etc. and a vision to more than double patient visit capacity, with the addition of pharmacy and dental services, by 2020. Clínica Tepeyac maintains an unwavering commitment towards ensuring that each patient that walks through its doors be treated with the highest level of respect and compassion.

JOB SUMMARY: The Chief Health Officer (CHO),

The Chief Health Officer defines and oversees the delivery of comprehensive, primary, and preventive health care. Provides clinical leadership, within the context of a multidisciplinary team, to ensure the success of Clínica's team-based care and patient-centered medical home efforts, and to ensure that the medical practice is providing evidence-based, high-quality care. The CHO oversees the clinical services of the physician assistants, nurse practitioners and other medical providers including volunteer Medical Doctor's (M.D.) or Doctor of Osteopathy (D.O.). The CHO effectively represents Clínica Tepeyac in the broader health care community by fostering key partnerships that support CT's strategic goals and priorities. The CHO coordinates care in partnership with the Chief Executive Officer and Executive Leadership team under the guidance of the Board of Directors.

IDEAL CANDIDATE:

- Demonstrated commitment to high quality health care for low income, ethnically diverse populations.
- Experience exploring, tailoring, and implementing evidence based tools, practices, protocols, guides, and strategies in the delivery of health care.
- Highly organized.
- Team player
- Visionary thinker
- \$10,000. Signing bonus

A. MINIMUM QUALIFICATIONS:

1. Education/Licensure:

- Chief Health Officer degree (M.D.) or Doctor of Osteopathy (D.O.) from an accredited institution, successful completion of a three-year accredited residency program, Board certified in Family Practice or Internal Medicine.
- Active Colorado licensure preferred.
- Good standing with physician boards and associations.
- Federal DEA license.

2. Experience:

- At least five years of post-graduate Chief Health Officer experience.

- Two to five years' administrative and or supervisory experience in community-based healthcare. Preferential prior experience as a Chief Health Officer (or equivalent experience), preferably in the primary care arena – five or more years is most desirable.

3. Knowledge, Skills & Abilities:

- Knowledge and skills necessary to provide evidence-based care appropriate to the age and needs of the patients.
- Excellent leadership, interpersonal, customer service and organizational skills.
- *Communication* – Excellent written, verbal and presentation skills with a strong preference for a bilingual Spanish speaker. Ability to communicate the organization's mission and vision for the future reflect and effectively articulate the mission of Clínica Tepeyac.
- *Leadership* – Creative problem-solving and execution skills. Contributes to a positive team, supports others, and works well in a multidisciplinary team setting.
- *Financial and Strategic Planning* – Understands financial operations, budget cycles, and the impact of strategic frameworks and planning on financial and programmatic projections.
- *Innovative* – Stays informed on cutting-edge contributions to the health field, sharing relevant ideas internally to balance evidence-based practices with unproven but high-potential pilots to inform Clínica's evolving model.
- *Diversity & Ethics* – Shows respect and sensitivity for cultural diversity, treats people with respect regardless of their position or status, exhibits high standard of integrity in decision-making, and adheres to extremely high ethical codes of conduct.
- Strong analytical, problem solving/conflict resolution and interpersonal skills.
- Respectful and responsive to staff and patients (is approachable by other staff, demonstrates good team work by offering and receiving feedback appropriately). Models professional patient-centered manners, effectively coordinates both professional and ancillary staff.
- Collaborates well with teammates, both on a clinical level (e.g., seeks/provides guidance and feedback to supervised/supervising clinician) as well as on a managerial and administrative level (e.g., follows Clínica's procedures around requesting/taking time off).
- Effective use of the electronic health record, registries and templates.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Clinical – 50 percent

- Maintains a program of culturally competent, high quality, comprehensive health for the family, to include preventive medicine, behavioral sciences, and community health.
- Provide direct clinical care to patients. Participates in surgical, obstetrical, gynecological and critical care procedures according to training and demonstrated ability.
- Determines need for consultation and assists in Chief Health Officer care and treatment and consults other specialists as needed.
- Oversees the revision of clinical practice guidelines and Scope of Practice when needed by updating out dated practice protocols.
- Expands and maintains rapport with the Chief Health Officer community in the service area (e.g., interacts appropriately with other Chief Health Officer personnel outside of Clinica; actively seeks to broaden our referral network).
- Appropriately communicates with health & human services agencies, local governments, and community organizations as needed.

- Provides responsive off-hours Chief Health Officer services physically or by phone when the clinic is closed, if applicable.
- Implement comprehensive quality improvement and assurance measures in conjunction with the QI Manager and Chief Health Officer Committee.
- Provide primary physician oversight consistent with usual and customary legal, regulatory, and insurance requirements for physician assistants, nurse practitioners, residents and Chief Health Officer students.
- Engage and integrate a broad range of volunteer practitioners to strengthen a comprehensive program of primary care services.
- Serve as a point person for volunteer practitioners, addressing daily clinical needs, and maintaining a high quality of continuity of care.
- Oversee departmental budget and fiscal management (staffing, supplies, etc.).
- Works in collaboration with leadership team to optimize patient care and patient satisfaction.
- Actively seek, study, and explore new and updated evidence based tools, practices, protocols, guides, and strategies in the delivery of health care.
- Assist in the development of patient education programs.
- Serves as ex-officio, non-voting member of the Clínica Tepeyac board.
- Demonstrates efforts to employ new and updated evidence based practices.
- Upholds professional integrity based on nationally recognized standards including HIPAA.

Supervision:

- Responsible for supervision of key Chief Health Officer staff and volunteer providers.
- Ensures staffing for continuous Chief Health Officer coverage during clinic hours.
- Performs periodic evaluation of Chief Health Officer personnel, including volunteer providers to ensure standards and quality of care.
- Supervises and evaluates the performance of selected health center clinical staff.
- Conduct consistent periodic evaluations and review of direct reports.
- Fosters professional development and clinical leadership; mediating conflict; and promoting commitment to Clínica Tepeyac's mission.

Administrative – 50 percent

- Manages a highly personable, highly motivated, and highly skilled and productive Chief Health Officer team.
- Enacts policies and procedures that promote ethical practices and procedures.
- Insures current licensure and certification of all Chief Health Officer providers including CME.
- Provides guidance for volunteer coordination, recruitment, and appreciation.
- Requires meticulous input, reporting, accountability, and confidentiality of Chief Health Officer records.
- Leads provider staff meetings at least monthly.
- Solicits feedback from the provider staff.
- Develops, maintains, and supervises key educational activities of clinic providers
- Contributes to Clínica Tepeyac's strategic plans, Chief Health Officer goals and objectives, and assists in the writing of grants and development of resources for program expansion as needed.
- Assists in the development and implementation of programs and services to meet granting agency or resource requirements and community needs.

- Works with key staff to develop and implement processes to enhance clinic operations and practices for ongoing quality improvement.
- Demonstrate comfort, confidence and readiness in making public appearances, presentations and interviews.
- Assist in the development of yearly clinic-wide quality improvement plan; with a clear evaluation and feedback process.
- Participates in the QI Committee.
- Develops and implements need-based services and oversees general delivery of Chief Health Officer services in all Clínica Tepeyac programs.
- Works closely with the leadership team in meeting the goals and objectives of the organization.

OCCUPATIONAL DEMANDS:

The occupational demands described here are representative of those that must be met by the Chief Health Officer

Director to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- Daily engagement with multiple patients.
- Frequent interaction with staff, volunteers, board, and occasional external groups, organizations, panels, forums, media, etc.
- Be available for meetings, events, and functions that occur throughout the course of the conventional 8-5 workday, as well as periodic off-hours meetings.

As an essential function of this position, the Chief Health Officer must be able to handle high levels of stress satisfactorily and be congenial and responsive to other employees, Board of Directors, and volunteers at all times.

POSITION TYPE/WORK SCHEDULE: This is a full-time, non-exempt, 40 hour/week position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Clinica Tepeyac.

How to Apply: Send Cover letter and resume to: hr@clinatepeyac.org

\$10,000. Signing Bonus

Clinica Tepeyac is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Clinica Tepeyac prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law.