



Job Opening

POSITION:	Director of Clinical Services and Operations
CLASSIFICATION:	Regular, Full Time (40 hours per week), Salaried, Exempt
LOCATION:	5810 42 nd Avenue North, Robbinsdale, MN 55422
WEBSITE:	https://annexteenclinic.org/
CLOSING DATE:	Open Until Filled

Are you looking for:

- A fun, flexible work environment where you can help shape the future of sexual healthcare in Minnesota and make a positive impact on young people's lives?
- An organization committed to patient-centered care including longer scheduled patient appointment times?
- A predictable work schedule with generous benefits and paid time off? (Full-time employees qualify for up to 37 paid days off in their first year!)

The Annex Teen Clinic is the industry leader in sexual health and education for young people through the age of 25. We pride ourselves on creating a comfortable, relaxed, and social work environment for mission-driven employees. Our services are low-cost, medically accurate, non-judgmental, and inclusive. We provide the full range of birth control methods, STI testing and treatment, pregnancy testing and all-options counseling and referrals, as well as sexuality education.

JOB SUMMARY: The Director of Clinical Services and Operations will provide direction and management of the Annex Teen Clinic's Clinic Programs and Clinic Program's staff. This position will provide leadership in the development and implementation of long-term strategic clinical goals and management of all aspects of the Clinical Program activities. This position will serve as System Administrator of the NextGen Practice Management and Electronic Health Records and has the responsibility for all third party payer contracts. The Director position has limited supervision and all essential duties must be carried out satisfactorily. This position is an excellent fit for someone who is highly adaptable to change, fosters an environment of learning and growth, is an out of the box thinker around continuous quality improvement, brings a passion for team building and leadership, and is committed to health equity, anti-racism, and anti-oppression.

ANNUAL SALARY: \$80,000 - \$90,000

JOB RESPONSIBILITIES:

Clinic Program Management and Leadership:

- Provide leadership/oversight of all clinic functions and assure clinical services are provided within a youth development framework.
- Provide leadership in the development and implementation of long term strategic goals for the Clinic Program consistent with Agency values
- Serve as System Administrator for NextGen Practice Management and Electronic Health Records systems, including training staff and data collection and reporting
- Stay informed on clinic best practices, current reproductive health information and trends and update policies as needed.
- Ensure that barriers to access for patients are reduced or eliminated.
- Provide leadership in exploring opportunities for expanding access to clinical care through technology and virtual care.
- In conjunction with the Medical Director and Nurse Manager, assure quality of medical care through chart audits, medical policy updates, medical policy and procedure updates and other routine quality assurance activities.
- Oversee compliance with legislation and regulations related to health care clinics (OSHA, HIPAA, CLIA, etc.)
- Provide leadership for the Continuous Quality Improvement Committee and other meetings related to the position or as assigned by the Executive Director.
- Participate on Director's Team to assure coordination and integration of Annex programs.
- Attend and lead staff meetings.
- Develop relationships and partnerships with other clinics and community services.
- Coordinate off-site clinical services.

Staff Management and Leadership:

- Provide direct supervision of Providers, Nurses, Lab Supervisor, Patient Services Supervisor and off-site clinical services team and work with the supervisors in recruiting, interviewing, hiring and performance evaluations.

- Identify need for staff training and provide training opportunities
- Consistent with agency personnel procedures manage a range of human resource functions for clinic staff.
- Identify and resolve staffing problems and conflicts.
- Facilitate and lead regular Clinic Program staff meetings and other meetings.

Financial Management and Development:

- Provide leadership in the development and maintenance of the Clinic Program budget
- Authorize expenses and assume responsibility for balancing the program's budget
- Provide oversight of program contracts, program fee schedule and development of new billing contracts. Maintain contracts with third party payers and government contracts.
- Maintain inventory and analysis
- Participate in the development of program funding including grant funding proposals.
- Review, approve and submit clinic invoices for payment.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Bachelor's Degree in Healthcare Administration, Public Health, Non-Profit Administration or related field.
- Experience with medical facility compliance, licensing and contracting.
- Experience with Electronic Health Records, Practice Management software and data collection and reporting.
- Minimum 3-5 years supervisory and management experience involving performance reviews, staff training and quality assurance management.

Knowledge, Skills and Abilities:

- Strong verbal and written communication skills.
- Strong organizational skills and ability to manage multiple projects essential.
- Ability to work independently utilizing a high degree of problem-solving skills.
- Strong computer skills utilizing Electronic Health Records and Practice Management Software.
- Ability to work in a team setting.
- Adolescent sexual health, reproductive justice and an understanding of youth development principles preferred.
- Knowledge of Federal, State and local regulatory requirements.
- Ability to work effectively with external agencies and vendors.
- Ability to assess and incorporate feedback from patients and general public.
- Must be able to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity and expression, socio-economic status, nationality, and religion.

AGENCY SUMMARY: The Annex Teen Clinic provides sexual health care and education for young adults through age 25 in a friendly, non-judgmental, and comfortable atmosphere. Our services are low-cost, medically accurate, and developmentally appropriate. The Annex Teen Clinic has been providing services in Northwest Hennepin County and North Minneapolis since 1971. The Annex is committed to diversity and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To apply, go to [Annex Job Board](#) and send a resume and cover letter through our online applicant tracking system.

Diversity and open expression are fundamental to the work of Annex Teen Clinic. We are passionate about building and sustaining an inclusive and equitable working environment where everyone can belong. Every member of our team enriches our work by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design, and deliver solutions. We welcome everyone to apply, especially those individuals who are underrepresented in our sector: individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status. *We encourage you to apply even if you feel like you don't fit 100% of the technical requirements.* Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran's status.

Our organization has a partnership with Metropolitan Alliance of Connected Communities (MACC) to provide administrative services including management of the recruiting process. If you apply for this position, you may see references to MACC in some online materials.

Annex Teen Clinic participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.