



## **DIRECTOR OF CLINICAL SERVICES**

**DEPARTMENT:** Community Services/WAMAC

### **NATURE OF WORK:**

Directs and supervises the delivery of health care and related services to patients. Works independently and in collaboration with physicians and other Nurse Practitioners. Ensures that services delivered are in compliance with applicable laws, rules, and regulations, and that services are delivered within the context of applicable standards of professional practice.

Provides health care services in the context of a family practice primary care center.

Works under the supervision of the Executive Director and the Medical Director.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

#### **Staff Supervision**

Supervises and evaluates clinical staff, both paid and volunteer, including nurse practitioners, registered nurses, practical nurses, nursing assistants, and unit clerical support personnel. Selects clinical staff.

Prepares job descriptions and hiring paperwork and completes interviews and employee evaluations.

Supervises orientation of new employees.

Keeps track of and signs employee leave records.

Provides disciplinary counseling with staff when necessary.

Is responsible for staff scheduling.

Is responsible for staff development programs.

Promotes and ensures proper employee training including CPR, OSHA requirements, Blood Borne Pathogen Training and records, CLIA guidelines, and compliance with County safety program and departmental safety procedures.

#### **Scheduling**

Is responsible for scheduling and flow of patients in clinic. Ensures maximum and appropriate staff support for each patient visit. Works with staff and volunteer providers to schedule their coverage to ensure continuity of care at Olde Towne Medical Center.

Provides clinical support to the Medical Director.

Is responsible for ensuring staff accuracy when using the patient management system.

### **Materials**

In consultation with other providers, evaluates and approves patient education materials.

Previews clinical literature regarding practice and clinic practices, and guidelines for office and health centers.

### **Primary Care**

Provides primary patient care to patients.

Conducts physical exams, patient assessments, establishes treatment plans, orders appropriate diagnostic tests, and prescribes appropriate medications within parameters of established and approved formulary, as defined by the State Boards of Medicine and Nursing as well as the Scope of Practice as defined by national professional groups.

### **Administrative**

Coordinates with WAMAC Executive Director on all related administrative matters.

Manages the CQI Program and directs quality assurance issues as related to daily practice activities. This includes maintenance of the policy manual, policy oversight, Medical Record Improvement (EMR), Patient Record Review, E & M Coding Review, and meeting regulatory requirements.

Is responsible for management of the MAP program.

Collaborates with Olde Towne Pharmacy on issues related to the WAMAC Pharmacy.

Is responsible for making sure all pharmacy programs are running effectively.

Is responsible for working with medical director to make sure on-site lab is properly equipped and maintained.

**Performs other related duties as assigned.**

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed at the Olde Towne Medical Center in medical clinic setting.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to collaborate with multiple paid and volunteer full- and part-time provider staff from a variety of disciplines, projects, and external agencies.

Knowledge of public health clinical care principles and practices, and wellness concepts.  
Good diagnostic skills.

Ability to plan and supervise the work of others.

Ability to establish and maintain effective working relationships with doctors, nurses, coworkers, volunteers, and the public.

Ability to work independently under limited supervision.

Ability to work under pressure in a fast-paced clinic setting.

Ability to work and communicate effectively with persons of various multicultural and socioeconomic backgrounds.

**MINIMUM QUALIFICATIONS:**

Must be a Virginia Licensed and Certified Nurse Practitioner; be eligible for Virginia's Prescriptive Authority. Previous experience in coordination, supervision, and directions of a multifaceted health care practice preferred.

Date: July 2004

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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Director of Clinical Services Position Number 062  
Department Community Services Division WAMAC

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- : Ability to understand and follow oral instruction
- : Ability to understand and follow written instruction
- : Ability to guide and/or give instructions
- : Ability to make decisions in accordance with established procedures and policies
- “ Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

## 1. Speaking/Talking:

- : Answering telephone, radio, or switchboard
- “ Communicating with County officials
- : Communicating with general public
- : Communicating with vendors
- : Communicating with supervisors and/or with other employees
- “ Communicating with others \_\_\_\_\_
- \_\_\_\_\_
- “ Not essential to job function

## 2. Hearing/Listening:

- : Ability to distinguish between different tones
- : For communication with County officials, public, vendors, supervisors and/or other employees
- “ Not essential to job function

## 3. Reading: (ability to read and understand text)

- : Essential to job function
- “ Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- ⋮ Ability to mentally perform accurate two digit calculations
- ⋮ Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- “ Not essential to job function

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- “ Essential function
- ⋮ Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |                      |                                 |
|----------------------|---------------------------------|
| ⋮ Use telephone      | ⋮ Use postage machine           |
| ⋮ Use radio/console  | “ Use hand tools                |
| ⋮ Use a calculator   | “ Use power tools               |
| ⋮ Use a copy machine | ⋮ Other: <u>Walkie Talkies</u>  |
| ⋮ Use a fax machine  | “ Not essential to job function |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- “ Essential to job function
- ⋮ Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (**U**) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5!	5-10	10-15	15-25	25-50	50%	Occasionally	Frequently	Continuously
<b>Lift</b>			<b>U</b>				<b>U</b>		
<b>Push/Pull</b>			<b>U</b>				<b>U</b>		
<b>Hold/Carry</b>			<b>U</b>				<b>U</b>		

Manipulation done from: " ground to waist : waist level : waist to shoulder : above shoulder  
(Check all that apply)

Not essential to job function: " Lift " Push/Pull " Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
: Step stool	" 1 flight	" 1-2
" 8' to 10' step ladder	" 2 flights	" 2-3
" Extension ladder	" 3 or more flights	" 3-4
" Other _____	" Other _____	" Other _____
" Not essential to job function	: Not essential to job function	: Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (**U**) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9%			
<b>Stand</b>			<b>U</b>					<b>U</b>	
<b>Sit</b>			<b>U</b>					<b>U</b>	
<b>Walk</b>			<b>U</b>					<b>U</b>	
<b>Run</b>									

If walking or running, over what type of terrain? : flat " rough " both

Not essential to job function: " Stand " Sit " Walk : Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and/or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- : 0-5x                   " 5-20x                   " 20-50x                   " 50+x
- " Other \_\_\_\_\_                   " Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- : 0-5x                   " 5-20x                   " 20-50x                   " 50+x
- " Other \_\_\_\_\_                   " Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

Essential to job function: These characteristics are necessary (Check all that apply)

- : Peripheral vision
- " Night vision
- : Focus (distinctness or clarity)
- : Color perception (discriminate between colors)
- : Depth perception (determine distance relationship between objects)
- " Not essential to job function

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	"	"	"
Van	"	"	"
Small Truck	"	"	"
Medium Truck	"	"	"
Large Truck	"	"	"
Truck w/Equipment	"	"	"
Heavy Bus Equipment	"	"	"
Not essential to job function	:	:	:
Other (list) _____			