



POSITION DESCRIPTION

Position title:	Medical Director of Health Care Services
Candidate:	Vacant
Department:	Free Clinics
Supervisor:	CEO
FLSA:	Full-time/Exempt
Salary:	\$240K
Effective date:	ASAP

OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

This position is responsible for the overall management and administration of Samaritan House's Health Care Clinic Programs, Operations and various sub programs operated within the clinics. Under the general supervision of the CEO and in collaboration with the Executive Leadership Team, the Medical Director of Health Care Services develops, implements, and evaluates the medical practice delivery model in accordance with the goals of Samaritan House. The Medical Director shares in the administrative functions that directly impact medical services and collaborates with the management team in overall planning and budget activities. Together with the Associate Director of Clinic Operations, the Director of Dental Services and the Associate Medical Director, the clinic management team assures delivery of excellent quality services to all patients and compliance with agency, industry, federal, state and local regulations.

The Medical Director shares in the coordination of Clinic services with the agency social services with the management team, in the representation of the agency to the public, and coordinates Clinic services with external sources of health care support and promotion (hospitals, health care agencies, colleges and universities, pharmaceutical companies, professional equipment suppliers, and related government agencies.) The Medical Director along with all other members of the management team plays a role in grants and fund development.

This position will provide medical, quality and information systems management for the clinics, participate as a member of the Board's Clinical Advisory Committee, actively participate in the recruitment and retention of employed and volunteer medical staff, serve as a medical practitioner in the medical clinics, participate in fund development, implement medical services to meet the health needs of the communities we serve and represent Samaritan House to the professional and lay community on patient and health care issues. Medical Director Position for Samaritan House includes Medical Liability Coverage, CME, Professional and License Fees and professional memberships including membership in SMCMA.

JOB REQUIREMENTS

Preferred and Required skills for success of the Medical Director role include but are not limited to the following. This position requires an individual with excellent leadership, organizational, and communication skills. Candidate must have strong commitment to health equity and the delivery of free, quality health care to underserved communities and operate within the philosophies and strategic objectives of Samaritan House.

Education and Certifications

- Required: Graduate of an accredited School of Medicine
- Required Licenses and Certifications: Current valid license to practice medicine in the State of California; current valid DEA license
- Specialty Board Certification is preferred but not required

Experience 10 years preferred:

- Strong clinical experience in an adult primary care specialty
- Medical practice experience

Experience 5 years preferred:

- Health care administration
- Public speaking;
- Supervision of 10 or more employees

Knowledge, Skills, and Abilities:

- Superior verbal and written communication skills. Excellent public speaking skills.
- Excellent interpersonal and relationship building skills. Ability to work effectively, maintain and cultivate relationships with Agency constituents of diverse backgrounds including but not limited to partnering agencies, medical/health care professionals, staff, volunteers, donors, and patients.
- Strong leadership skills with a mature sense of priorities; solid, practical experience with an adaptable and collaborative management style; team player who promotes the concepts of collaborative work in all areas. Strong analytical and problem-solving skills
- Demonstrated computer proficiency with Microsoft Office Suite; familiarity with or willingness and ability to learn eClinicalWorks and/or other electronic health record systems
- Knowledgeable with social and economic problems pertaining to low-income, culturally diverse and underserved populations.
- Excellent, sound judgement and decision-making skills in a fast-moving environment; Ability to observe and work within professional boundaries in all interactions with all constituents; Ability to exercise tact and diplomacy under normal and stressful conditions.
- High level of integrity, ethical values and customer service skills.
- Creative thinker with high energy and enthusiasm.
- Bilingual and Bicultural Spanish is a plus but not required.
- Familiarity with grant writing and proposal submissions a plus
- Background with public health a plus
- Strong attention to detail, organizational skills and ability to multi task/prioritize in a fast-paced work environment.
- Flexible schedule, including ability to work weekends and holidays on rare occasions.
- Must be able to travel between agency sites or other locations as assigned. Valid California driver's license, dependable transportation with insurance, and a clean driving record. Ability to be on time.

WORK ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 25 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

Samaritan House requires all candidates to be fully vaccinated (including any mandated boosters) as a condition of employment and to receive a job offer. During the pandemic some positions will work remote, hybrid or onsite-This position is onsite. While on site all employees regardless of vaccination status are required to wear masks and social distance and abide by the Agency's Covid Protection Policies.

ESSENTIAL FUNCTIONS OF THE POSITION

A. PHYSICIAN LEADERSHIP

1. Demonstrate leadership and strategic vision that embraces the values of a community-based, volunteer-driven medical practice model.
2. Direct the planning, organization and implementation of services at both clinics in the setting of limited resources. Evaluate the health needs of the communities served, including social determinants of health, as a basis for planning health services. Exercise creativity and collaboration to develop and implement innovative solutions to meet health needs.
3. Effectively build relationships and develop support of external partners and local health care providers, providing medical leadership and community visibility for Samaritan House.
4. Collaborate with administration to review medical informatics trends, experiences and approaches; develop, approve and oversee technical and implementation strategies, for clinical information systems representing the needs of the medical staff and requirements of the medical clinics. In collaboration with the COO and the Data Management Team, analyze clinic and agency-wide data for operational and clinical improvement and communicating outcomes.

B. ADMINISTRATIVE FUNCTIONS

1. Financial and Budgetary Management: Develop annual budgets in coordination with the CEO and the CFO; measure financial performance against budget. Maintain accurate financial data regarding costs incurred in running the clinics. Maintain clinic utilization records and work with Associate Director of Clinic Operations and staff to optimize cost-effective care while ensuring that clinic operations meet internal and external goals and outcomes. Advise on the purchase of medical equipment and supplies. Participate as appropriate in grant and fund development.
2. Supervision and Staff Allocation: Oversee the Associate Director of Clinic Operations who supervises assigned staff and clinic sub programs, including new employee recruitment and employee evaluations; resolves personnel conflicts in collaboration with Director of Human Resources; and provides counsel in personnel matters relating to clinical staff. Oversee the Director of Dental Services and Associate Medical Director. Ensure the collection and record keeping of any required certifications for employees.
3. Volunteer Management: In collaboration with the Samaritan House Volunteer Department and clinic management team, oversee an extensive program of volunteers (e.g., physicians, advanced practice practitioners, medical assistants, nurses, office assistants and interpreters), including recruitment, orientation, training and scheduling; assure an adequate pool of volunteers is available to both clinics. Ensure the collection and record keeping of any required certifications for volunteers.
4. Regulatory Management: Oversee the clinics' compliance with grant awards, licensure, malpractice issues/insurance, clinical program requirements, HIPAA, policies and procedures, and community assessment and development. Responsible for the credentialing and privileging of the medical staff, and participates on the Credentialing Committee. Keeps abreast of regulatory changes and advises CEO of necessary changes.
5. Information Technology Management: Acquire working and administrative knowledge of the electronic health record and medical database systems used at the Samaritan House clinics. In collaboration with the Associate Director of Clinic Operations, provide new users with training and security access to the system; generate needed reports and maintain timely activity summaries regarding Clinic activities. Provide clinical input for IT projects as needed.
6. Administrative Support: Assist the CEO and Samaritan House executive team in the overall planning and implementation of Clinic programs, including the development and support of new programs. Coordinate with non-clinical services with the executive team. Provide Administrative Supervision of Dental Director and Dental Program.

C. PATIENT CARE

1. Participate in administrative decision-making and the development of policies and procedures related to patient care in all Samaritan House Clinic programs and subprograms.
2. Develop, approve, and implement specific clinical practices for the clinics to incorporate into their care-related policies and procedures, including areas required by law and/or regulation.
3. Provide medical consultation and serve as a medical practitioner at both sites as needed.

D. QUALITY OF CARE

1. Direct, establish and maintain systems and methods for reviewing the quality and appropriateness of clinical care, performance improvement processes and other health-related services, providing appropriate feedback, and participating in the quality improvement process.

2. Direct and oversee the development, review and/or revision of policies and protocols relating to safety and overall clinic operations.
3. Lead development and deployment of solutions that evaluate clinical outcomes. Design, implement and leverage the collection of data for clinical purposes, including tracking and interpretation of outcomes, population health management and patient-centered care models.

E. EDUCATION, INFORMATION AND COMMUNICATIONS

1. Promote a learning culture within the medical clinics by educating, informing and communicating effectively with physicians, ancillary volunteers, staff, and the public. Facilitate medical staff /provider meetings. Direct and supervise in-service trainings and orientation of new medical staff.
2. Maintain knowledge of the changing medical, social, regulatory, political, and economic factors that impact the delivery of medical and health services for the population we serve.
3. Participate in grant writing, public speaking, creation and presentation of reports to funding sources, Samaritan House administration and Board of Directors.
4. Participate in the Board Clinical Advisory Committee (and subcommittees as needed.)
5. Work with Samaritan House Development Department and Associate Medical Director to keep Samaritan House and its Clinics visible in the community as core service providers and medical resources for their communities. Positively represent at community/public meetings in support of Samaritan House's clinical programs. Represent Samaritan House at local medical societies, hospitals, professional organizations, and groups.
6. Assist with Volunteer recognition events, and promote staff attendance at Samaritan House events.
7. Participate in health-related community events.

F. OTHER GENERAL DUTIES AND RESPONSIBILITIES

1. Direct all clinic programs in alignment with the Samaritan House Mission
2. Facilities Management: In collaboration with the COO plan any facilities improvements, repairs, redesigns, space planning, OSHA safety etc.
3. Ensure excellent client service. Demonstrate a caring and helpful attitude when interacting with patients, vendors, volunteers and fellow employees. Strive to build cooperative partnerships with internal and external customers.
4. Provide and safeguard an environment in which the medical provider follows and abides by the ethics of the medical profession, all applicable federal, state and local laws and ordinances, and any and all other policies adopted by Samaritan House.
5. Flexible work schedule, occasional weekends and holidays may be required.
6. Support, assist and attend general Agency events, activities and functions.
7. Assist with the maintenance of a safe work environment for all and report any incidents or COVID violations within 24 hours or immediately
8. Attend any assigned trainings or meetings. Travel to Agency job sites as needed.
9. Perform other duties as assigned.

HOW TO APPLY

Samaritan House is an equal opportunity employer. Interested candidates will be required to submit a cover letter and resume to:

Samaritan House
Director of Human Resources
4031 Pacific Blvd. San Mateo, CA 94403
hr@samaritanhousesanmateo.com
FAX: (650) 294-4336

No phone calls, please! Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

If applicant is a referral please include the name of the referral contact in your cover letter.