Central City Concern is a non-profit social service and housing agency whose mission is to provide pathways to self-sufficiency through active intervention in homelessness. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees. As part of our policy and commitment to a drug and alcohol-free workplace we conduct post-offer, pre-employment drug screens.

JOB ANNOUNCEMENT

TITLE: Director of Integrated Health Services – 100%

DEPARTMENT: CCC Health Services

REPORTS TO: Central City Concern Medical Director

REPRESENTED: No

FLSA: Exempt

SALARY: Depending on Experience

SHIFT: Monday through Friday, 8:00am to 5:00pm

SUMMARY: The Director of Integrated Health Services (IHS) at Central City Concern is responsible for optimizing the operational, financial, and programmatic excellence of the services provided by the CCC FQHC, encompassing comprehensive primary care, outpatient and inpatient addictions treatment, and a diverse range of mental health services. The Director of IHS provides infrastructure, systems, tools and leadership capacity to drive meaningful change and integration of services, employing best practices in measurement and performance improvement, and is comfortable utilizing data to drive improvement. The Director engages regularly with the Senior Leadership team to design and refine strategic plan goals, then creates a clear line of sight between high level strategic goals and daily work of front line staff. This process is facilitated by engaging in and promoting regular leadership rounding in a way that fosters a culture of open communication and continuous improvement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Programmatic Leadership:

1. Supervises the Director of Primary Care, Director of Mental Health and the Director of Alcohol and Drug Services.

2. Collaborates with medical directors, program directors, managers, supervisors and Senior Leadership to identify key measures in cost, quality and access, particularly those which support integration across services and programs.

3. Ensures program leadership has adequate tools to obtain and measure progress toward goals, utilizing QI methodology, visual management tools, process mapping and standard work.

4. Identifies areas of synergy and overlap among CCC Health Services programs, and collaboratively works to streamline the care continuum to eliminate waste and redundancy while increasing value for clients and staff.

5. Engages in regular “rounds” at all health services programs and sites to observe, mentor and coach these front line teams in a manner that creates a culture of accountability and fosters continual improvement.

6. Collaborates closely with Senior Leadership and Director of Integrated Housing and Employment Services to ensure the Health Services continuum of care supports and integrates the Housing and Employment continuum, in a way that is seamless to the client and wisely uses resources.
Financial Oversight:
1. Oversees development of budget for all of CCC Health Services in close coordination with CCC’s Senior Director of Finance.
2. Regularly reviews financial results with direct reports in team setting to facilitate collaborative understanding and problem-solving of financial issues.
3. Ensures that financial results meet or exceed adopted budgets; recommends and executes plans to improve the FQHC’s financial performance as needed.
4. Provides to senior leadership monthly financial updates.

Operational Excellence
1. Develops enterprise-wide understanding of processes and products of Health Services programs, with the goal of creating operational linkages and synergies between programs, increasing efficiency, and eliminating waste.
2. Ensures processes of care within (including financial processes) are as lean, effective and value-added as possible, and are distributed as “standard work” to ensure replicability and accountability at every level of the FQHC.
3. Identifies operational performance metrics that support programmatic outcomes, ensuring processes of care lead directly to these performance metrics.
4. Ensures that FQHC practices are compliance with regulations, licensures, credentials and contractual stipulations.
5. Ensure clinical privileging requirements are met for all direct reports pursuant to CCC’s Privileging Policy.
6. Adhere to all state and federal privacy regulations, including HIPAA and 42 CFR Part 2, and to CCC policies and agreements regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners’ and outside providers’ patient confidentiality agreements, including privacy and security requirements for EMR access. This includes immediate reporting of any PHI breach of CCC or outside provider health records to the CCC Legal and Quality departments, as well as to the program administrator.

SKILLS AND ABILITIES:
1. Knowledge, education, training, skills, and experience in a multi-disciplinary approach to physical and mental health and chemical dependency.
2. Knowledge, training, skills and experience in continuous quality improvement and leadership development. Specific training in or experience with Lean management preferred.
3. Knowledge, training, skills and experience in providing and supervising services in a highly diverse work environment to a highly diverse and vulnerable population.
4. Demonstrated leadership ability to create effective teams, provide and communicate vision, and effectively manage change.
5. Excellent communication skills including diplomacy, tact, effective “bedside manner” with patients.
6. Ability to manage time and meet deadlines.
7. Excellent oral and written communication skills.
8. Ability to display non-judgmental attitude.
9. Ability to remain solution-focused and respectful in all interactions with staff, co-workers, vendors, and clients.
10. Sufficient manual dexterity and physical ability to perform assigned tasks.
11. Excellent problem-solving and conflict resolution skills.
12. Ability to work in an atmosphere where people may be hostile or abusive.
13. Knowledge of de-escalation methods or willing to be trained in these methods.
MINIMUM QUALIFICATIONS:
1. Masters Level degree or higher in health services administration or licensed clinical provider (in either medical or behavioral health field)
2. Minimum ten years’ experience as in established leadership capacity in organization providing medical and/or behavioral health services.
3. If a licensed clinical provider, active licensure in the State of Oregon in that field. Must meet CCC privileging requirements as required by FTCA.
4. Current CPR certification or must obtain within one month if not current.
5. Will be required to carry an agency cell phone for work use. Cell phone will be provided by Central City Concern.
6. Must possess a current drivers license, pass a DMV background check and be designated an “acceptable” driver as outlined in Central City Concern’s Fleet Safety Policy. Must pass an initial drivers training within 60 days of being an approved driver and continued recertification training.
7. If a recovering chemically dependent person, a minimum of two years sobriety is required.
8. Physical ability to bend, stoop, kneel, squat, twist, reach, pull and lift heavy objects.
9. Able to climb stairs several times a day.
10. Must pass a pre-employment drug screen, TB test, and background check.
11. Must adhere to agency’s non-discrimination policies.
12. Ability to effectively interact with co-workers and clients with diverse ethnic backgrounds, religious views, cultural backgrounds, lifestyles, and sexual orientations, and treat each individual with respect and dignity.

APPLICATION PROCEDURE:
Qualified applicants must submit a Central City Concern employment application to be considered for this position which can be obtained at www.centralcityconcern.org. Applicants must also include a cover letter and resume. Apply by mail or in person at 232 NW 6th Avenue, Portland, OR 97209; by fax 503-445-8089. By email at jobs@ccconcern.org. Current CCC employees must submit an Internal Employment Application, available at the main office. More information at www.centralcityconcern.org/jobs

Date Open: 9-6-2013 Date Closed: 10-6-2013

EQUAL OPPORTUNITY EMPLOYER

Reference # 13-200