

**Southwestern Wisconsin Community Action Program, Inc.  
Job Description**

**Job Title: Program Director– NHP**

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<b>Exempt (Y/N):</b> Y	<b>Salary Level:</b> 6
<b>Main Location:</b> Platteville	<b>Department:</b> NHP
<b>Supervisor:</b> Executive Director	
<b>Prepared By:</b> Jackie Bodden	<b>Date:</b> 1/15/2017
<b>Approved By:</b> Walter Orzechowski <i>W.O.</i>	<b>Date:</b> 3/2/2017

**SUMMARY:** Responsible for the overall operations of Neighborhood Health Partners Program by overseeing and managing the fiscal operations, community education and outreach, clinic services, and development and promotion of the program. The Program Director is responsible for overseeing and leading the areas of work including: HIPAA, risk management, staff training and development, policies and procedures, billing practices, emergency policies and procedures, grant development and reporting, and fiscal policies and procedures. The Program Director is also responsible for planning and maintaining work flow systems, processes, and procedures and policies that enable and encourage the optimum performance of its people and functions within the unit.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

1. Develop appropriate policies to ensure the efficiency and effectiveness of services and programs
2. Ensures through effective oversight and staffing that all programs and services are managed effectively and that high standards of quality are implemented and that an appropriate balance is maintained between clinic operations, public policy, and education.
3. Responsible for development and implementing appropriate financial development strategies and fundraising.
4. Ensures that clear and accurate systems are maintained for program's finances.
5. Recommend new programs and services and the modification or discontinuation of current programs and services as appropriate.
6. Develop shared vision in collaboration with SWCAP and staff and builds understanding around mission.
7. Develop strategic plan, operational objectives including measurable outcomes that support the strategic plan and annual plans.
8. Leads staff in the managing and administering of all agency services and programs.
9. Ensures that revenue-generating services provide adequate income to the agency.
10. Works with staff to develop, maintain, and use systems and resources that facilitate the effective day-to-day operation of the agency, including personnel management, fiscal and risk management systems, and compliance with all legal and regulatory requirements.
11. Develop and implement Quality Improvement Process in regards to HIPAA, 340B, OSHA MSDS, emergency manual, fiscal manual, CAP 60 and ROMA.
12. Plans for the appropriate use of technology and technological systems.
13. Maintains a positive professional reputation. Serves as ambassador of the agency and as an articulate and knowledgeable spokesperson for the agency.
14. Provide general human resource oversight and direction to the employees in accordance with the organization's policies and procedures.
15. Provide oversight and management of clinic sites
16. Oversee the staff training and development.

17. Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM, and regular interpersonal communication.
18. Oversee inventory.
19. Attend conferences and trainings relevant to job responsibilities

**SUPERVISORY RESPONSIBILITIES:** Responsible for supervising all clinic and administrative staff of NHP.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree with 8-10 years' experience in a clinical setting.

**OTHER SKILLS AND ABILITIES:**

Ability to work with persons of diverse education, income, culture, and age levels.

Good typing ability and knowledge of office machines, computer, calculator and copy machine.

Knowledge of filing procedures.

Ability to proofread.

Ability to maintain confidentiality.

Dependable car, car insurance and driver's license.

Working telephone in residence.