

CLINIC OPERATIONS DIRECTOR

Recruitment #1907-5299-001

List Type	Original
Requesting Department	HEALTH-PUBLIC HEALTH SERVICES
Open Date	7/25/2019 2:30:00 PM
Filing Deadline	8/19/2019 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee brings together its unsurpassed old world charm with a breathtaking art museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

PURPOSE

The Position

The Clinic Operations Director provides guidance, consultation and leadership for the clinical and home visiting operations of the Milwaukee Health Department (MHD), ensuring the utilization of best practice standards in the delivery of care. Clinical operations include Communicable Disease services (Category I & II reportable diseases, Tuberculosis, and Immunization services) and Wisconsin Department of Public Health (WI DPH) mandated follow-up; Sexual and Reproductive Health services and WI DPH mandated follow-up and services related to the Well Woman Program. Home visiting operations include Environmental Health Public Health Nursing services (Lead) and Public Health Nursing Maternal-Child Health Services.



The Department

Since 1867, the City of Milwaukee Health Department has served the residents of the City of Milwaukee, seeking to improve and protect the health of all who live, work and play within the City. One hundred and fifty years later, the MHD remains steadfast in this mission. As the largest local health department in the state of Wisconsin, the MHD now serves nearly 600,000 citizens through direct services, evidence-based programs, partnerships, and policy development. The MHD is committed to ensuring that every Milwaukeean is able to thrive. The MHD has an annual budget of approximately \$14 million and a multidisciplinary team of over 250 public health employees across four branches: Community Health, Environmental Health, Clinical Services, and Policy, Innovation and Engagement.

For more information about the Milwaukee Health Department, please visit <https://city.milwaukee.gov/HEALTH>

ESSENTIAL FUNCTIONS

- Plan, direct and provide leadership to assure safe and competent public health nursing practice in all divisions, keeping abreast of current Public Health Nursing Practice standards, clinical components, state statutory requirements, and license standards; assure MHD compliance with all applicable standards.
- Provide administrative and management oversight for all health department clinical services, including staffing, supplies, clinical policies and oversight of staff training.
- Provide overall clinical direction for public health nursing and other clinical services.
- Provide consultation, direction and support to all other areas of the MHD.
- Collaborate with Deputy Commissioner of Medical Services on the formulation of public health policy and scope of service, including nursing, nursing practice, patient and client service algorithm and standing medical orders that impact internal and external client care services.
- Provide leadership and feedback to the MHD's functions of assessment, assurance, and policy development at multiple levels.
- Provide department-wide consultation and support for research, analysis, program and policy development and strategic planning; provide supervision and oversight of all nursing and clinical teaching within the health department.
- Provide consultation and direction for clinical aspects of MHD emergency response, media response, limited occupational health matters, and other issues as requested by the Commissioner.
- Participate in outcomes-based management and quality improvement related to nursing practice.
- Ensure MHD is employing the best practice public health nursing standards in the provision of care.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Bachelor of Science degree in Nursing (BSN) from an accredited college or university.
2. License to practice professional nursing in Wisconsin at time of appointment and throughout appointment.
3. Five years of progressively responsible professional experience in public health, health education, nursing, social work, or a related field performing duties closely related to the essential functions for this position, including two years of program management and/or supervisory experience.

NOTE: Equivalent combination of education and experience may be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Master's Degree in nursing administration, public health, human services, public administration, health education, nursing, social work, or a related field from an accredited college or university.
- Quality improvement expertise.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Management & Supervision

- Knowledge of the principles and practices of clinic operations, including relevant federal, state, and local regulations (e.g. OSHA) as well as safety and security.
- Knowledge of chart documentation requirements, medical record forms, State and Federal laws that govern release of health care information (e.g. HIPAA), and patient consent regulation.

- Knowledge of Wisconsin State law relating to professional nursing practice and the American Nurses Association Scope of Practice for Public Health Nursing.
- Knowledge of adult learning and health education techniques and principles including: reproductive health education, related services information, option counseling and emergency contraception services; ability to coach clinical staff about these topics.
- Knowledge of group processes including facilitation, collaboration, negotiation and conflict resolution.
- Knowledge of data collection, analysis and interpretation techniques.
- Knowledge of emergency preparedness - at home, work and in the community.
- Knowledge of incident command structure and its use.
- Knowledge of current recommendations of the Advisory Committee on Immunization Practices (ACIP) for vaccination of infants, children and adults.
- Knowledge of ACIP guidelines to determine which immunizations are needed for an individual based on individual demographics and medical history.
- Leadership skills required to delegate tasks, coordinate patient and family care, mobilize community resources, and work collaboratively with multidisciplinary teams to improve patient outcomes.
- Ability to develop processes and strategies for working efficiently, including the ability to orient and instruct nursing and clinical staff in program protocols, clinical procedures and the delivery of stellar customer service.
- Supervisory and training skills, including the ability to assign duties, set performance standards, provide guidance and training, monitor work in progress, evaluate performance, and make hiring recommendations.
- Expertise in managing staff work assignments, applying time management techniques, prioritizing responsibilities and balancing workloads as needed to ensure work is accomplished within deadlines.
- Ability to facilitate a culture of trust and collaboration.
- Ability to be open to providing and receiving constructive feedback.
- Strong personnel management skills and the ability to coach and mentor a variety of personalities.

Strategic Planning

- Ability to anticipate consequences and trends accurately in order to develop and implement competitive and breakthrough strategies, policies, procedures and plans.

- Ability to understand the historical and present day impacts of racism on health and to develop strategies to address these issues.
- Able to contribute to the development of a vision for a healthy community.
- Ability to identify internal and external facilitators and barriers that may affect the delivery of the 10 Essential Public Health Services (e.g., using root cause analysis and other quality improvement methods and tools).

Technical

- Knowledge of and interest in current trends and best practices in the field of Nursing and Public Health.
- Knowledge of day-to-day logistics of health care service delivery and how that impacts the ability of clinicians and health care systems to implement recommendations of public health officials.
- Knowledge of the roles of governmental public health, health care, and other partners in improving the health of a community.
- Ability to use qualitative and quantitative data from multiple sources to assess community health.
- Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Knowledge of contact management systems, database, internet, project management spreadsheet, and word processing software. Ability to operate programs within budget.
- Ability to contribute to the development of programmatic budgets.
- Ability to contribute to the development of contracts and other agreements for programs and services.
- Ability to use performance management systems for program management and quality improvement.

Communication

- Ability to describe factors affecting the health of a community to individuals, using both technical and non-technical terms.
- Ability to present ideas effectively in formal and informal situations.
- Ability to effectively present information to top management, public groups, boards of directors, media and legislative bodies.
- Ability to communicate in writing and verbally with linguistic and cultural proficiency. Ability to convey thoughts clearly, concisely, and accurately, both inside and outside the organization.

Interpersonal

- Ability to effectively solicit input from individuals and organizations to improve the health of a community.
- Ability to support diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community.
- Ability to build and maintain good working relationships with a multi-cultural, multi-disciplinary staff, the public, various City of Milwaukee Officials and other agencies.
- Ability to work cooperatively, effectively, and fairly with coworkers and citizens whose background may differ from one's own.
- Ability to provide services in a culturally sensitive manner.
- Ability to manage emotional or difficult client situations.

CURRENT SALARY

The current salary range (1IX) is \$75,478 - \$105,669 annually, and the resident incentive salary range for City of Milwaukee residents is \$77,743 - \$108,839 annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance

- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2019>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Health Department reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Monday, August 19, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

Applications and further information can be accessed by visiting www.jobaps.com/MIL.

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO 101

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.