

COUNTY OF SOLANO
CLASS SPECIFICATION
CLINIC OPERATIONS OFFICER

CLASS SUMMARY:

Under administrative direction, this is a single position management level class with primary responsibility providing direction to the County's Federally Qualified Health Center (FQHC) healthcare system including the Family Health Services Programs (FHSP) and related activities of the Department of Health and Social Services (H&SS). The incumbent, plans, develops policies, organizes, directs and oversees all operational and clinical functions and activities provided by the Primary Care Clinics (Adult and Pediatric), Dental Health Centers, Mobile Primary Care and Dental services (vans), Satellite Health Centers, behavioral health services, Public Health Clinical Services, Specialty Services and other areas and programs of H&SS.

DISTINGUISHING CHARACTERISTICS:

This classification is located in Public Health and is responsible for the administration and operation of the County's outpatient medical clinics.

This class is distinguished from the next higher class of Chief Deputy – Health Officer in that the latter class has overall planning, administrative and policy development responsibilities for Public Health. This class is distinguished from the Chief Medical Officer in that the latter directs the medical staff and medical quality assurance and medical management of county clinics.

SUPERVISION RECEIVED AND EXERCISED:

Employees in this class supervise two or more supervisors in addition to employees in clerical, technical/paraprofessional, and professional classes.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Provides oversight and direction to the County's FQHC system including the FHSPs and related activities assigned within H&SS.
- Determines strategic priorities, goals, objectives, and action steps to achieve these for the FQHC healthcare system including: budget levels, revenue sources and modifications; staffing levels; contract approvals; activity priorities, timelines and needed collaborations; and resource allocation; monitors progress toward achieving those priorities, taking corrective actions as appropriate.
- Recommends, approves, and implements necessary policies and procedures to optimize services and access to care to clients and the community;
- Assures the ongoing review, development and implementation of organizational structure, policies and procedures that guide and support the provision of medical staff services to meet legal requirements, county policies, goals and the delivery of mandated service levels.
- Assures coordination with programs and activities in other units of H&SS, with other County departments, and with healthcare and community agencies, as appropriate.
- Ensures compliance with local, state and federal laws, regulations, standards and policies in the planning and delivery of healthcare services.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as: establishing standards for acceptable work products and evaluating performance; interviewing applicants and making selections; reviewing, approving, and

implementing disciplinary actions and terminations; assigning work and planning and scheduling staff's work activities and deadlines; reviewing work and recognizing employees' work efforts and accomplishments; providing career development mentoring and recommending training and career development opportunities; ensuring that employees are properly trained; reviewing and approving timesheets and requests for leave; and supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.

- Meets with and/or addresses clients, Solano County residents, County Supervisors, healthcare and service providers, healthcare organizations, community-based agencies and organizations and the media, as needed and appropriate.
- Provides leadership and oversight for the implementation of Affordable Care Act and other key healthcare reform initiative into service delivery operations.
- Reviews, monitors and interprets proposed legislation and changes in laws and regulations; and assures administrative compliance with applicable federal and state laws and regulations.
- Serves on a variety of committees and task forces; attends meetings and makes presentations as required.
- Prepares a variety of correspondence, narrative and statistical reports, information for the Board of Supervisors, program documentation, policies, procedures and other written materials.
- Uses approaches in alignment with the County and Health and Social Services Department to maintain morale, ensure paths of professional progress, and maximize opportunities for retention and promotion to build and retain a workforce that meets the high standards of the Department and the complex needs of the public.
- Negotiates, initiates, manages, and oversees contracts with an emphasis on early identification of fiscal and programmatic integrity issues and provider/contractor adequacy.
- Establishes and maintains effective working relationships with various County officials to include members of the Board of Supervisors, with managers and supervisors within the Department, and with other County departments to ensure efficient, effective and legally compliant delivery of services to the public.
- Works with Health and Social Services Director and Assistant Director to promote the Department vision and mission and provides technical assistance to other Divisions and Departments.
- May be assigned additional managerial or administrative duties; may conduct special studies, convene committees or act on behalf of the Department Director; investigates and resolves issues of administrative concern.
- Performs other duties of similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Education: Bachelor's degree in Healthcare Administration, Public Administration, Business Administration or equivalent field from an accredited college or university; Master's Degree in Healthcare Administration, Public Administration, Business Administration or equivalent field from an accredited college or university preferred.

AND

Experience: Five years of progressively responsible professional administrative, management and supervisory experience in a healthcare organization or healthcare services agency.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Applicants are required to possess a valid California Driver's License, Class C.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of healthcare administration and delivery and management of healthcare services, including FQHC clinic services.
- Standard and accepted principles of healthcare resource management.
- Standard and accepted principles and practices of supervision, leadership, motivation, team building, organization and conflict resolution.
- Federal, state and local laws and regulations governing delivery of healthcare services, including those relating to operation of FQHCs.
- Concepts of health equity, the social determinants of health and adverse childhood experiences.
- Principles and practices of medical clinic administration including budgeting, business office and billing procedures.
- Federal, state, and private sources of clinic revenues and funding sources.
- Interrelationships of service among local, public and private medical care service providers.
- Public sector rules, regulations, policies, economic and social trends that may affect the organization.
- Evidence-based best practices, peer-provided services, professional program, and service delivery standards.
- Current trends in public health care administration and service delivery.
- Methods and techniques of professional networking and interagency liaison.
- Public information dissemination techniques
- Computer applications and equipment related to work.

Skill and/or Ability to:

- Plan, organize, and implement direct comprehensive public health services within professional standards, legal requirements, and financial constraints.
- Evaluate and define community public health needs and assist in developing cost-effective proposals to address those needs both locally and regionally.
- Work with various culturally and ethnically diverse individuals and groups in a tactful, respectful and effective manner.
- Analyze administrative and fiscal problems and make appropriate recommendations; help develop and monitor budgets.
- Analyze problems and data to identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Understand, research, interpret and explain laws, regulations and policies governing public health program operations.
- Supervise the work of others engaged in the delivery of medical health services and administrative activity.
- Develop goals and objectives and evaluate program effectiveness.
- Make decisions and independent judgments; project consequences of decisions; meet critical deadlines.
- Determine the appropriate course of action in emergency or stressful situations.

- Understand program objectives in relation to departmental goals and procedures.
- Secure cooperation and teamwork among professional and/or support staff.
- Coordinate and integrate various program components into a cohesive and effective service delivery system.
- Conduct liaison and community relations activities.
- Establish and maintain cooperative working relationships.
- Communicate effectively both verbally and in writing.
- Work with various cultural and ethnic individuals and groups in a tactful and effective manner.
- Understand and work with consumer advocacy and patient advocacy groups and policy platforms.

PHYSICAL REQUIREMENTS :

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, occasional standing, occasional walking, pushing, pulling, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling:** Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer screen, read, etc. **AND**, Positions in this class also requires employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- **Office Work:** Employees in this class will most often be working in an office setting.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Hours of Work:** Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- **Child Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code relating to child abuse reporting.

- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.

Kimberly Williams

Director of Human Resources

- Date Approved by the Director of Human Resources: 10/15/20
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: 10/6/20
- Class Code: 137260