



## Director of Clinical Services

**Arlington Free Clinic** is a community-based nonprofit organization committed to advancing health equity by providing free, whole-person healthcare for our neighbors who would otherwise lack access. We offer comprehensive services onsite including primary and specialty care, behavioral health, and dental care. Our core values respect, integrity, equity and inclusion, innovation, compassion, collaboration, and passion define the spirit with which we carry out our work.

We are seeking an experienced, mission-minded nurse leader to serve as **Director of Clinical Services** to lead a team of staff and volunteers to provide comprehensive healthcare in a patient-centered medical home setting. Responsibilities include oversight of clinical care based on established standards recruiting and supporting clinical staff and clinical volunteers, and leading clinical program planning and evaluation. This individual is a key member of the leadership team, reporting directly to the CEO and serving as the primary liaison with the part-time volunteer Medical Director.

### You will be responsible for:

- Working with Medical Director to establish and monitor evidence-based, quality care standards and to develop, maintain, and monitor adherence to relevant policies and procedures related to care delivery and patient management.
- Ensuring efficient and safe operation of AFC's onsite clinical programs in collaboration with all AFC departments.
- Leading the development and maintenance of clinical standards, policies, and procedures.
- Managing and analyzing data and information to improve patient outcomes and evaluate programs.
- Providing leadership to the clinical team in management of complex patients requiring urgent or unique services or care.
- Building and maintaining relationships and serving as point of contact for external clinical partners including medical practices, hospitals, individual healthcare professionals, and healthcare safety net partners.
- Ensuring patient safety and managing responses to medical errors.
- Developing department budget and supporting grant proposal development.
- Supervising designated department staff.
- Serving as a member of AFC's leadership team to collectively support the mission and strategic priorities of Arlington Free Clinic both internally and in the community.

**We are looking for someone who:**

- Enjoys working collaboratively, as part of an integrated multidisciplinary team which includes medical and nonmedical volunteers.
- Has worked in or is committed to working in a community clinic with a health equity mission.
- Is highly organized and can manage a variety of tasks simultaneously.

**This position might be a good fit for someone who:**

- Likes to be challenged to use critical thinking skills to ensure high quality patient care.
- Likes leading a team of medical professionals and playing an essential role in ensuring high-quality, patient-centered care for our patients and making a difference in their lives.

**Qualifications**

- Master's degree in nursing or equivalent and relevant graduate degree required.
- Current licensure as a registered nurse in Virginia and current BLS certification
- Minimum of 5 to 7 years of leadership/management experience in a health care setting
- Strategic clinical leadership experience with excellent organizational, analytical and project management skills.
- Ability to exercise considerable judgment in applying professional knowledge to solve complex clinical problems and deal with a variety of challenges.
- Exceptional interpersonal skills to communicate and work effectively with all levels of staff, volunteers, and community partners and to motivate and mentor staff.
- Ability to be diplomatic, resourceful, tactful, and flexible.
- Experience working with low-income patient populations in a health care setting and ability to identify treatment sources to ensure patient safety and quality of care.
- Experience in technology applications to include population health data analysis, professional presentations and process improvement.
- Bilingual in English and Spanish a plus
- Proficient in MS Office and experience using EHR (Epic preferred)

This is an excellent position for an individual who is looking to make a difference in the lives of our patient population. Position offers excellent benefits including health and dental insurance, life insurance, flexible spending plan, 401(k) retirement plan, ten paid holidays, sick leave, paid time off (PTO), and free parking. Qualified candidates should submit resume, cover letter and salary requirement to Director of Human Resource at [nadkins@arlingtonfreeclinic.org](mailto:nadkins@arlingtonfreeclinic.org).

*Arlington Free Clinic is an Equal Opportunity Employer and is committed to an equal and diverse workplace.*