

CLINIC DIRECTOR – POSITION DESCRIPTION

JOB TITLE

- **Title:** Clinic Director
- **Reports To:** Chief Executive Officer
Medical Director for medical services
- **Supervises:** Nurse Manager, Staff Nurses, and Volunteer Practitioners
- **Date Analyzed:** 6/2026
- **Hours:** Full time

JOB FUNCTION

The Clinic Director provides leadership, oversight, and strategic direction for all medical services and clinical operations of First Care Clinic, a program of Care Net Pregnancy Center of Dane County. Under the guidance of the Medical Director and Chief Executive Officer, the Clinic Director ensures the delivery of high-quality, evidence-based, compassionate health care services that align with the organization's mission, values, accreditation standards, and regulatory requirements.

The Clinic Director is responsible for the planning, implementation, supervision, evaluation, and continuous improvement of clinical services, including nursing care, ultrasound services, STI testing and treatment, infection prevention, quality improvement, and staff development. This position oversees clinical personnel, manages clinic operations, and collaborates with physicians, healthcare professionals, patient advocates, and community partners to ensure patients receive exceptional medical, emotional, and psychosocial support.

The Clinic Director serves as a clinical leader, resource, and mentor while promoting a culture of excellence, safety, accountability, and Christ-centered care.

ESSENTIAL FUNCTIONS OF THE JOB

A. Clinical Leadership and Administration

1. Implements and upholds Care Net's Mission Statement, State of Faith, policies, procedures, and organizational values.
2. Oversees the daily operations of the medical clinic and mobile clinic services.
3. Maintains compliance with all applicable accreditation, regulatory, and licensing standards, including AAAHC, OSHA, CLIA, HIPAA, and state requirements.
4. Develops, reviews, updates, and implements medical policies, procedures, standing orders, infection control protocols, exposure control plans, and quality assurance measures.

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5. Implements organizational goals and strategic initiatives established by the Board of Directors and executive leadership.
6. Manages the credentialing and recredentialing process for physicians, nurse practitioners, and other licensed healthcare providers.
7. Maintains personnel records and documentation required for accreditation and regulatory compliance.
8. Prepares reports, attestations, applications, renewals, and surveys required by accrediting and regulatory agencies.
9. Maintains the clinic's CLIA waiver and oversees laboratory compliance and quality assurance activities.
10. Oversees communication and reporting with regulatory and clinical partners, including:
 - Center for Disease Detection (CDD)
 - Local and state health departments
 - Wisconsin Electronic Disease Surveillance System (WEDSS)
 - Other applicable regulatory agencies
11. Oversees maintenance, calibration, quality assurance, and repair of ultrasound and medical equipment.
12. Develops and manages the annual clinic budget.
13. Prepares program reports and clinic outcome reports as requested.
14. Oversees purchasing, inventory management, vendor relationships, and service contracts for clinical supplies and equipment.
15. Coordinates staffing schedules to ensure adequate clinical coverage.

B. Clinical Operations and Medical Services

1. Provides leadership and oversight for all medical services to ensure adherence to best practices and standards of care.
2. Protects and promotes the integrity of the FOCUS process and oversees its consistent implementation by medical staff.
3. Oversees the Electronic Medical Record (EMR) system, including user access, documentation standards, templates, and workflow improvements.
4. Ensures timely physician review and signature of medical charts as required.
5. Utilizes clinic data and quality metrics to improve patient outcomes and operational effectiveness.

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6. Serves as a clinical resource for staff, volunteers, patient advocates, and healthcare providers.
7. Evaluates and recommends improvements to clinical workflows, patient experience, and service delivery.

C. Direct Patient Care

1. Provides direct nursing care consistent with professional nursing standards and physician standing orders.
2. Obtains patient health histories, assesses patient needs, and develops appropriate care plans.
3. Performs pregnancy testing and provides pregnancy verification.
4. Performs limited obstetrical ultrasounds within established protocols and scope of practice.
5. Provides patient education regarding pregnancy, reproductive health, STI prevention, and treatment.
6. Conducts STI consultations, sexual health assessments, specimen collection, and phlebotomy services.
7. Performs CLIA-waived laboratory testing and maintains required documentation.
8. Dispenses medications according to approved protocols and provides patient education regarding treatment plans.
9. Coordinates referrals and follow-up care as appropriate.
10. Maintains accurate, complete, and timely medical records.

D. Infection Prevention and Regulatory Compliance

1. Serves as the Infection Prevention and Control Officer for the clinic.
2. Develops, implements, and evaluates the infection prevention and control program.
3. Ensures compliance with AAAHC, OSHA, CDC, state, and local infection control requirements.
4. Oversees annual infection control assessments and develops corrective action plans as needed.
5. Provides infection prevention guidance and training to clinic personnel.
6. Reviews and updates infection control policies and procedures regularly.

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7. Oversees mandatory reporting requirements for communicable disease and public health concerns.
8. Collaborates with public health agencies and regulatory organizations regarding infection control initiatives.

E. Staff Leadership and Development

1. Provides leadership, supervision, coaching, and support to clinical staff and volunteers.
2. Fosters a positive, collaborative, and mission-driven work environment.
3. Establishes clear performance expectations and addresses personnel issues promptly and professionally.
4. Recruits, interviews, hires, and trains qualified medical staff and volunteers.
5. Conducts performance evaluations and supports professional growth and development.
6. Develops and maintains position descriptions and competency requirements for clinical personnel.
7. Communicates policy updates, procedural changes, and clinical information to staff.
8. Participates in leadership, management, and staff meetings.

F. Quality Improvement and Risk Management

1. Leads quality improvement initiatives and outcome measurement activities.
2. Oversees risk management activities related to clinical operations.
3. Conducts routine chart reviews, audits, and quality assessments to ensure compliance and excellence in patient care.
4. Facilitates peer review activities for physicians and allied healthcare providers.
5. Collaborates with the Medical Director, Physician Advisory Board, and Medical Executive Committee to evaluate services, policies, and protocols.
6. Meets regularly with the Medical Director to review outcomes, initiatives, and quality improvement activities.
7. Implements corrective actions and process improvements as needed.

G. Professional Development

1. Maintains all required professional licenses, certifications, and competencies.

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2. Pursues continuing education in women's health, nursing leadership, sonography, and pregnancy center medicine.
3. Attends approved conferences, seminars, and training opportunities relevant to clinic operations and patient care.
4. Maintains competency documentation for nursing, ultrasound, laboratory procedures, and STI services.

H. Community Relations and Outreach

1. Represents First Care Clinic and Care Net Pregnancy Center within the medical and broader community.
2. Cultivates relationships with physicians, healthcare providers, referral partners, and community organizations.
3. Recruits medical professionals to support clinic services and volunteer opportunities.
4. Participates in community events, educational programs, and outreach activities.
5. Oversees STI education initiatives and presentations for schools, churches, and community organizations.
6. Supports development and marketing efforts by providing clinical expertise for grant applications, publications, and promotional materials.

I. Other Duties

Performs additional responsibilities and special projects as assigned by the Chief Executive Officer.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Demonstrated knowledge of women's health, pregnancy care, STI services, and nursing practice.
2. Strong leadership, organizational, and project management skills.
3. Excellent written, verbal, and interpersonal communication skills.
4. Ability to manage multiple priorities while maintaining attention to detail.
5. Experience with healthcare accreditation, compliance, quality improvement, and risk management programs.
6. Proficiency with electronic medical records systems and healthcare technology.
7. Ability to lead teams, resolve problems, and foster positive working relationships.
8. Compassionate, nonjudgmental, and respectful approach when serving diverse patient populations.

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JOB SPECIFICATIONS

1. Holds a current Registered Nurse (RN) license in good standing with the State of Wisconsin; Nurse Practitioner (NP) licensure a plus.
2. Maintains current CPR certification.
3. Completion of an approved Limited Obstetrical Ultrasound training program or willingness to be trained.
4. Minimum three years of healthcare management, clinic leadership, or supervisory experience preferred.
5. Experience in women's health, OB/GYN, or pregnancy center experience preferred.
6. Demonstrates a personal relationship with Jesus Christ and a lifestyle consistent with Christian values.
7. Agrees with and signs Care Net's Mission, Vision, Statement of Faith, Principles, and Core Values.
8. Demonstrates reliance upon the Holy Spirit in leadership and ministry, reflecting the principle: *"Not by might nor by power, but by My Spirit,"* says the Lord Almighty (Zechariah 4:6).

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Prolonged periods of sitting, standing, and working on a computer.
- Ability to operate standard office and medical equipment.
- Ability to perform clinical duties that require walking, bending, reaching, and assisting patients.
- Must be able to lift, push, or pull up to 25 pounds.
- Work is performed in both clinical and office environments.