



# Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

## CLINIC ADMINISTRATOR

### Position Description

**Opens: April 8, 2021**

**Closes: May 7, 2021**

<b>Department:</b>	Health	<b>Reports to (title):</b>	Director of Health & Human Services
<b>Job Code:</b>	EX-18	<b>Job Location:</b>	Bois Forte Tribal Government - Nett Lake and Vermilion, MN
<b>Pay Range:</b>	Min: \$67,821.92 (\$32.607 per hour) Mid: \$90,429.22 (\$43.475 per hour) Max: \$113,036.53 (\$54.344 per hour)	<b>Supervises:</b>	Nurse Manager Laboratory and X-Ray Supervisor Nurse Practitioner Certified Diabetic Educator Physician Assistant Third Party Billing Supervisor Dentist Pharmacist Physician Maintenance Tech I Hygienist Expanded Function Dental Assistant Dental Assistants Administrative Assistant
<b>Hours/week:</b>	40	<b>Classification:</b>	Exempt
<b>Type of Position:</b>	Full-Time	<b>Effective Date:</b>	07/07/2020
		<b>Revised Date:</b>	07/07/2020

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

### POSITION PURPOSE

The Clinic Administrator provides programmatic leadership and manages the business and clinical operations for two medical clinics, two dental clinics, and two pharmacies. This position is responsible for the design and delivery of efficient, high quality healthcare services that meet the needs of patients/clients. The Clinic Administrator provides guidance to the Reservation Tribal Council ('RTC') in planning health and wellness strategies, integration of care, strategic goals and initiatives, and organizational structure, in alignment with the Band's mission, vision, and values. Reporting responsibilities for this position include quality control and performance measures, achievement of goals and strategies, attainment of budget targets, and results of monitoring functions. The incumbent in this position collaborates with the Director of Health and Human Services, medical staff, and Nurse

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Manager to achieve successful outcomes by developing and implementing the strategic plan for the clinic, in alignment with Boise Forte Band of Chippewa's strategic priorities. This position is responsible for maintaining high quality healthcare service, establishing practice standards, monitoring customer service, and managing the financial performance of the clinic. The Clinic Administrator provides strategic and programmatic leadership by directing the practice management activities of the clinic, facilitating program implementation, and overseeing the staffing and recruitment of physicians and practitioners. The incumbent in this position collaborates with local and regional clinics and hospital leadership to manage the continuum of quality patient care. A high level of customer care and attention is required for this position, in order to establish positive relationships with patients, coworkers, and others. All job responsibilities are to be conducted in a manner that support achievement of the Band's overall organizational priorities and objectives.

### **ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES**

1. Serves as professional advisor and liaison to the RTC, recommends appropriate policies for consideration, and carries out the assigned directives from the RTC.
2. Communicates to the RTC in a timely and transparent manner regarding clinical performance and financial results of all aspects of both clinics.
3. Maintains awareness of all healthcare trends and risks affecting Native American Indians, and communicates appropriate recommendations and / or solutions to the RTC.
4. Prepares and executes clinical strategic and annual planning for the improvement of healthcare services.
5. Facilitates a positive work environment promoting patient and employee safety at all times..
6. Ensures that the facility meets environmental, health, and security standards and complies with government regulations.
7. Collaborates with the Business Operations Manager to maximize payor reimbursements, effective revenue cycle management, and purchased and referred care, while maintaining compliance with regulatory and accreditation requirements.
8. Supervises more than 20 staff members, including Physicians, Dentists, Pharmacists, Nurse Manager, Lab Manager, Diabetes Supervisor, and select maintenance and clinical staff.
9. Develops and maintains clinical operational systems and processes, including scheduling of Physicians and other clinical staff.
10. Evaluates and monitors key performance indicators, and takes action as needed to improve organizational metrics.
11. Identifies grant opportunities and assists in the preparation of grant application; administers grant awards and ensures funding compliance.
12. Maintains optimal patient care systems through effective fiscal and operational management.
13. Collaborates with managers and supervisors to implement integrated care throughout the clinic, and comply with all regulatory and accreditation requirements.
14. Directs, mentors, and supervises clinical leadership staff, and assures that leadership staff effectively supervises all staff.
15. Possesses knowledge of legal, political, social, cultural, and economic issues of the Bois Forte Band of Chippewa.
16. Serves on committees as directed, and attends all mandatory department trainings.
17. Ensures confidentiality of records of employees, Band members, and patients.
18. Displays a responsive and professional manner by promptly responding to all requests, complaints and problems.
19. Demonstrates courtesy, respect and sensitivity to the needs of all others, including visitors and co-workers.
20. Represents the Bois Forte Band and the department in a positive and professional manner in the community.
21. Maintains proper attendance including reporting to work on time in accordance with applicable policies.
22. Maintains a clean and organized work area.
23. Oversees the appropriate use of medical records, electronic or otherwise by all clinic staff.
24. Provides supervision to clinic staff, acts as an expert resource person to all staff, and ensures orientation and ongoing education for staff; performs annual evaluations, approves leave time, monitors work, ensures proper coverage of duties, and initiates disciplinary actions as necessary.
25. Coordinates clinic operations with other Health and Human Services departments as necessary.

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26. Collaborates with staff to ensure the Band's representation at essential local, state, and federal health and wellness program meetings and activities; develops and participates in community-based education programs.
27. Develops organizational policies and procedures and establishes evaluative or operational criteria for functional areas of the clinic.
28. Collaborates with the Director of Health and Human Services, Nurse Manager, and medical staff to implement best practices in the medical industry, as applicable to the operation of the Band's medical clinic.
29. Collaborates with the Director of Health and Human Services and Dentists to implement best practices in the dental industry, as applicable to the operation of the Band's dental clinic.
30. Collaborates with the Director of Health and Human Services and Pharmacists to implement best practices in the pharmacy industry, as applicable to the operations of the Band's pharmacy.
31. Performs other duties as assigned.

### **MINIMUM MANDATORY QUALIFICATIONS**

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| Experience:                                                      | <ul style="list-style-type: none"><li>• Minimum of seven (7) years' experience in a healthcare setting</li><li>• Minimum of five (5) years' experience in a management role</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Education:                                                       | <ul style="list-style-type: none"><li>• Bachelors Degree in healthcare administration or business / clinical related field</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| License/Certification:                                           | <ul style="list-style-type: none"><li>• CPR</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none"><li>• Knowledge of multiple aspects of clinic healthcare administration, including billing, coding, policies and procedures, continuous quality improvement and scheduling.</li><li>• Experience in the development of health program strategies, service delivery, quality assurance standards, and quality improvement.</li><li>• Experience with grants, contracts, grant reporting, and grants management.</li><li>• Knowledge of opioids, stimulants, and Medication Assisted Treatment.</li><li>• Possesses a high degree of personal integrity, objectivity, and sensitivity to the issues and needs of the Bois Forte Band of Chippewa.</li><li>• Good communication skills, both written and verbal, to maintain collaboration with other Executive Leaders and Directors, efficiently manage clinic services staff, and to deal effectively with patients, their families, and the community at large.</li><li>• Knowledge of Medicaid, Medicare, accreditation, and other healthcare office management techniques and responsibilities.</li><li>• Ability to perform basic mathematical calculations.</li><li>• Ability to make independent decisions after gathering information from internal and external sources.</li><li>• Patient-focused attitude.</li><li>• Ability to direct and provide care appropriate to support the specific populations served in the clinic.</li><li>• Professional knowledge of the principles, practices, techniques and concepts of all aspects of community healthcare, as well as the regulatory environment under which the clinic operates.</li><li>• Ability to collaborate in a positive fashion with other departmental leaders to deliver quality care and services in a seamless fashion to patients / clients.</li><li>• Ability to maintain strict confidentiality in compliance with HIPAA and other privacy laws.</li></ul> |

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- Knowledge of organizational management in a clinic setting, knowledge of staffing requirements and needs, budgeting and resource management, privacy issues and information management, long-range planning, and formulation of a dynamic, fluid strategic mission.
- Ability to ensure that all assigned clinical, professional, and support staff demonstrate their knowledge, skills and abilities necessary to care for patients of all ages.
- Knowledge of current healthcare industry Privacy Act, HIPAA and security requirements.
- Demonstrated leadership skill and ability in a healthcare setting.
- Ability to conduct self in a professional manner at all times.
- Ability to work independently and establish work priorities.
- Attention to detail and accuracy is required.
- Subject to pre-employment and annual background checks.
- Excellent customer service skills.
- Ability to establish professional and harmonious working relationships on all projects and with all parties involved.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment Use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills as demonstrated by the use of available trainings and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

### **PREFERRED QUALIFICATIONS**

- Bachelors of Science in Nursing

### **WORK ENVIRONMENT**

**Work environment:** The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps and infectious body fluids.

**Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.

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**Mental demands:** There are numerous deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and complicated issues.

### TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

### OTHER

**Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.

**Background Investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.

**Drug Screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

**PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at [www.boisforte.com](http://www.boisforte.com) to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, [hrgeneralist@boisforte-nsn.gov](mailto:hrgeneralist@boisforte-nsn.gov) Applications received after the closing date will not be accepted.**