DIRECTOR OF CLINICAL SERVICES
PCOM-NY Campus New York, NY 5/28/2014

JOB DESCRIPTION

Pacific College, NY

Position (Title): Director of Clinical Services

Incumbent:

Classification: Full Time, Exempt

Start Date:

Department: Clinic

Reports To: Campus Director

Location: Acupuncture and Massage Center

Date Prepared: Updated:

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Job Summary

The Director of Clinical Services is responsible for the leadership and management of PCOM-NY’s training clinic (Acupuncture and Massage Center) and external sites. The Director is responsible for effective communication between the Chair of Clinical Practice, Supervisors, clinic staff, students, and patients. Accuracy and attention to detail are very important with particular attention to scheduling of students, supervisors, and patients and operational management of the clinic facilities.

General Duties

- Direct and manage all facets of Pacific College Acupuncture and Massage Center.
- Have a broad understanding of College’s mission and vision, academic policies and procedures, and the way in which the NY clinic integrates with all aspects of the College.
- Maintain positive relationships with students, faculty, staff, and patients.
- Hire clinic administrative staff in consultation with the Campus Director, Dean and Chair of Clinical Practice.
- Train staff in clinic policies and procedures and develop their customer service skills.
- Assign responsibilities to staff, schedule hours, supervise and review performance of staff.
- Ensure that financial procedures are followed and that accurate records/reports are generated and delivered to the Bursar in a timely fashion.
- Coordinate work of Acupuncture and Massage Center with other campus departments.
- Manage Federal Work Study students in Clinic Office.
- Maintain awareness and compliance with all local, state, federal and accreditation requirements.
- Prepare written materials for accreditation reports and prepare staff, students and facilities for accreditation site visits.
• Chair clinic management meetings.
• Consult with Academic Schedule planning to project clinic supervisor schedule for following semester.
• Oversee clinic registration process.
• Oversee online and in person Clinic Orientations.
• Organize mid term and final evaluations for students and supervisors.
• Record and submit final grades, responsible for ensuring students fulfill clinic rotation time and patient number obligations.
• Submit bi-weekly payroll for supervisors and Work Study students.

Management  Administrative Duties

Specific Duties

1. Management of Clinic Staff

Manage the Clinic staff to ensure the following duties are efficiently and effectively carried out.

• Daily Schedule

• Daily Operation of the Acupuncture and Massage Center Area
  - Maintain and update a list of places to obtain HBV vaccine and CPR certification.

• Patient Charts
  - Complete inventory of supplies are on hand:

• Order clinical supplies and maintain all purchase orders for clinical supplies and herbs.
• Keep an up to date filing system for all vendors.
• Take inventory of the treatment rooms and clerical supplies.

Gain Full Understanding of Director of The Acupuncture and Massage Center Interaction With All Clinical Interns, Associate Interns, Assistants, And Observers

• Oversee preparation and maintenance of treatment rooms.
• Maintain attendance records for Interns, Associate Interns, Assistants, and Observers.
• Gain full knowledge of sterilization procedures in order to execute, teach or assist.

2. Serve as Safety & Privacy Officer for Clinic, ensuring complete compliance with OSHA & HIPAA regulations

3. Facilities Management

• All treatment rooms are functioning properly
• Herbal Dispensary Inventory
• Consultation rooms well supplied
• Clinic office organized, including database management

4. Public Relations

• Positive Relationships with all patients, resolve issues with patients
• Organize marketing initiatives to recruit new patients
• Organize health fairs & lectures

5. Off site Internship Management
Seek out and develop partnerships with off site venues and negotiate contracts with them as needed.

- Meet regularly with administration from each site to review program
- Supply each site
- Schedule supervisors and students for each site
- Visit each site regularly to ensure offsite program meets educational objectives and compliance with college policies.

6. College Safety Officer

- Train all relevant college employees as well as students in OSHA compliance and keep training records. Maintain Emergency Action Plan and communicate it to all college students and employees.
- Maintain college safety records for publication.

Supervision

- Meet with the Campus Director on a regular basis to review: work load; student/client interaction; project assignment and follow through; training or other needs and evaluate performance.

Performance Evaluation Criteria

- Evaluated by the Campus Director according to the following professional criteria: Job knowledge; judgment; interpersonal relationships; communication; coordination; planning and organization; adherence to policy and procedures; orientation towards results; quality; productivity; reliability; attendance; independence; creativity and initiative.
- Pacific College seeks to encourage the growth and development of our employees. Pacific will seek to cross train its staff in a number departments and may assign staff to these departments or to work on specific interdepartmental or inter campus projects from time to time.
- Staff may consult the staff handbook for further guidance on training benefits.

Development and Training

**JOB REQUIREMENTS**

Qualifications

Academic: Masters degree and 5 years of management experience are preferred.

**JOB SNAPSHOT**

- Employment Type: Full-Time
- Job Type: Education, Health Care
- Education: Graduate Degree
- Experience: At least 5 year(s)
- Manages Others: Yes
- Industry: Education - Teaching - Administration, Healthcare - Health Services
- Required Travel: Not Specified