

## **JOB DESCRIPTION**

**Title:** Chief of Staff (COS)

**Job Summary:** The Chief of Staff of National Health Services, Inc. is responsible for directing and operating the Medical Units of National Health Services, Inc. and advises Executive Director on all clinical management aspects of health care delivery system. The COS shall supervise the medical staff and assure that the basic goals and objectives of the health care program as required by the funding agencies “Federal, State, and Local” as well as licensing and certificates and regulatory requirements is maintained and high quality standards of clinical care is achieved. That includes case management and disease management programs.

**Job Duties:** Clinical Management Knowledge: The Chief of Staff of National Health Services, Inc. shall have basic knowledge in:

- development of a health care plan
- development of clinical protocols
- development of preventive health schedules
- working knowledge of associate health professions - medical health, allied health, etc.
- personnel policies and procedures
- development of clinical leadership
- concepts of quality assurance and improvement systems and documentation
- current trends in health care - economics and professional
- concepts of health education and nutrition
- legal issues and legal trends in health care malpractice and malpractice prevention (risk management)
- financial management - billings and collections, eligibility, and registration

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- general knowledge of facilities development and maintenance
- computer utilization, incentive systems and marketing strategies.

Administrative Responsibilities: The COS shall be responsible for the following administrative responsibilities:

- participate in budget planning
- advise in the purchases of equipment
- advise in the development of new clinical programs
- participate in personnel matters related to the medical, dental, and ancillary staff: determining staff plan, recruitment and hiring, disciplinary actions and terminations, incentive system and motivation efforts.

Clinical Supervision Responsibilities: “These Functions are delegated to the Medical Director” The COS shall be responsible for the direct supervision of the clinical activities of the medical staff:

- day to day supervision of clinical staff (medical and dental), including laboratory, x-ray, pharmacy, etc.
- schedule clinic rotation, on call and leaves in accordance with personnel guidelines and professional staff contracts
- approves continuing professional education, in-service training and orientation of new staff
- arrange and conduct regular clinical staff meetings
- review and revise principles of practice with each of NHSI new staff

In all of the above, close communication with the Executive Director and other department heads is essential to secure smooth operation and compliance with policies, procedures, and contractual agreements with providers and/or funding agencies or licenses requirements.

Quality Assurance and Improvement Responsibilities: The COS shall be responsible for the quality of services provided to all patients:

- supervise in the development, implementation and operation of the Quality Assurance and Improvement program
- establish, review and maintain clinical policies and procedures, which should be revised annually

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- review and approve all clinical protocols
- insure that, in addition to meeting the licensing, certification and other legal requirements, all health personnel are qualified by training and experience to perform those services they are assigned to provide.
- review and resolve patient complaints when necessary
- develop and prepare periodic quality assurance/ improvement reports
- collaborate with Executive Director in review progress toward meeting overall clinic goals

Staff Liaison Responsibilities: The COS shall be responsible for serving as liaison between the clinical staff and the Executive Director of the Health Center.

- arrange and conduct regular meetings of professional staff to communicate program policies and concerns
- meet regularly with the Executive Director to present clinical staff's ideas and concerns
- attend and present a clinical report at all regularly scheduled Board Meetings as deemed necessary
- represent or cause to represent the clinical staff in the formation of and evaluation of project goals and budgets
- communicate Board and administrative goals, objectives, policies and procedures, and concern to clinical staff

Professional Representation Responsibilities: The COS shall be responsible for representing the Corporation (in person or by appointing other staff) to local medical and dental society's state and local health departments, hospitals and other professional groups and organizations:

- seek membership in local medical society and attend meetings regularly
- attend state professional meetings as appropriate
- meet with local health officials and organizations when needed
- foster linkage with local clinic, hospital, county health department, etc.
- seek membership in national public health organizations
- presentation/communications with medical schools to establish recruitment linkages of health care providers
- delegation of responsibilities is essential to carry out corporate business

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Delegation of responsibilities:

- May delegate any part of the above responsibilities to the Medical Director or associate directors of medical services at each region.

Promotes and believes in NHSI mission statement “Health for All”.

Ability to relate to the public regardless of ethnic, religious, and economic status.

**Qualifications, Education, and Experience:**

- graduate from an accredited medical, dental, or related school
- must have a valid California Practice License or Masters/Doctorate degree in health services, public health or other related field
- professional clinical experience in specific area of practice for a minimum of five years
- board certification or eligibility for said certification highly desirable but not required
- interest in design and evaluation of an efficient health care system in community health center setting highly desirable
- authoritative knowledge of the principles of practice and techniques in family practice and in community health centers is highly desirable.

**Responsible To:** Executive Director

**Classification:** Full or Part Time Position, Exempt

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_