Title: Operations Director, Salaried Position (32 – 40 hrs/wk)
Position location: 425 Health Center Drive, Nags Head NC
Reports to: Executive Director
Supervisory Responsibilities: Team members, volunteers

Organization: The Community Care Clinic of Dare (CCCD) is a 501 (c) (3) organization. The Community Care Clinic of Dare provides primary care, dental care, pharmacy services, medication assistance, health education, specialist referrals, chronic disease treatment, interpretation services, and much more to eligible adults living or working in Dare County.

General Summary of Duties: The Operations Director oversees and manages the daily operations of the clinic. The Operations Director reports to the Executive Director, and works closely and collaboratively with the Medical Director, Dental Director, Pharmacy Manager and Clinical Coordinator. The Operations Manager is a member of the Leadership Team.

Major Responsibilities:
- Communicate organization goals and operational plans to all levels of the organization and to donors.
- Supports the Executive Director with strategic planning and coordination of the organization’s programs, projects and policy positions.
- Collaborates with the Executive Director to set annual and/or quarterly goals, providing ongoing updates on goal fulfillment.
- Assists with the development and updates of organizational design for maximum productivity and control of quality and costs.
- Provides the Executive Director with organization information needed for operations to include monthly reports and trends for productivity and value of services.
- Assists with ensuring the financial viability of the operations by maintaining control systems to regulate finances and staffing as directed.
- Ensures compliance with all regulatory agencies, including but not limited to governing health care delivery and the rules of accrediting bodies. Continually monitors operations, programs, physical properties and initiates appropriate intervention when necessary.
- Collaborate with integrated IT services to ensure optimal functioning and productivity.
- Maintain super-user proficiency with clinic EHR systems and facilitate staff training and ongoing education.
- Maintain working knowledge of CPT and ICD 10 coding standards and changes.
- Represents the Community Care Clinic of Dare in its’ relationships with other health organizations, government agencies, and community partners to include the Employers4 Care Program.
- Serves as a liaison, supporting and facilitating communication between the clinical and administrative team members.
- Participates in professional development efforts to ensure currency in health care practices and trends.
- Encourage, support, and collaborate with other state and regional charitable associations. Attend meetings, make presentations upon request.
- Performs other related duties as directed or assigned.
Applicant Requirements

Education: Bachelor’s degree or Associate’s degree from an accredited college or University with focus in health care related field, human services, planning or public administration preferred.

Work Experience: Minimum of two years of management level experience required, preferably in a health care organization, human services agency or other nonprofit organization with similar community centered goals. Knowledge of the health care industry, health policy and community-based health care delivery is strongly preferred.

Key Attributes and Skills Desired:
- Thorough understanding of the health care environment with specific knowledge of finance, marketing, human resource management, and public relations in health care and nonprofits.
- Establishing and maintaining professional, effective working relationships with staff, grantors, policy-making organizations, patients, and the public.
- Relevant experience in organizing work flow, delegating, training team members, and achieving goals and objectives.
- Uphold core values of equity, respect, compassion, sustainability, collaboration, and quality.
- Manages projects engaging experience, strategic planning, and confident execution.
- Personal initiative, including the ability to proactively prioritize and identify tasks in need of completion.
- Commitment to and enthusiasm for the Community Care Clinic of Dare’s mission and passion for serving the community.
- Demonstrate respect for cultural diversity. Display humility and compassion in working with diverse and economically disadvantaged populations.
- Ability to work independently, accepts constructive criticism, and handles the pressure of multiple tasks with resilience.
- Determines opportunities for improvement and change, identifying trends in the workforce towards changes needed to adapt and remain relevant.
- Consistently exercises prudent judgment, discretion, and tact in difficult or confidential situations, and possesses the ability to project a positive, professional image to clinic team members, patients and the public.

Reviewed 6/28/2023 LMJ, LCK

As CCCD continues to expand and grow, the need may arise and CCCD reserves the right to revise, supplement, or rescind any information or portion of this job description.