



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CA 93258

PHONE: (559) 784-2316 • FAX: (559) 553-0836

INTERNAL/EXTERNAL JOB POSTING

POSITION:	Director of Clinical Operations
POSTING DATE:	July 31,2025
CLOSING DATE:	OPEN UNTIL FILLED
NUMBER OF OPENINGS:	1
RATE:	DOE
STATUS:	FULL-TIME/EXEMPT

IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED BY THE CLOSING DATE STATED ABOVE.

**TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT
WWW.TRIHCI.ORG**

PLEASE SEND COMPLETED APPLICATIONS TO HUMAN.RESOURCES@CRIHB.ORG

IN ACCORDANCE WITH INDIAN PREFERENCE STATUTES DEFINED IN USC TITLE 25, SECTION 472, PREFERENCE IN FILLING VACANCIES AT TRIHCI WILL BE GIVEN TO QUALIFIED INDIAN CANDIDATES WHO SUCCESSFULLY VERIFY THEIR ELIGIBILITY (BIA FORM 4432, A CERTIFICATE OF INDIAN BLOOD, OR OTHER DOCUMENTATION MAY BE REQUIRED). WITHIN THE SCOPE OF INDIAN PREFERENCE LAWS, TRIHCI DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER CHARACTERISTIC PROTECTED BY LAW IN MAKING EMPLOYMENT DECISIONS OR PROVIDING SERVICES.



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 553-0836

DIRECTOR OF CLINICAL OPERATIONS

Reports to: Medical Director/CEO

FSLA Status: Full-Time - Exempt

Revised Date:

Prepared By: Human Resources

Salary Grade: DOE

Board Approval: 7-30-2025

Position Summary:

Director of Clinical Operations is responsible for ensuring successful day-to-day clinical operations and delivery of clinical services across TRIHCI. The DOCO will be responsible for overseeing the operational efficiency and quality of clinic services. The DOCO will lead efforts to improve quality outcomes and clinic operations in a way that contributes to enhanced experience for staff and patients. S/he will oversee the functioning of key systems vital to clinic operations, including efficient systems for scheduling, management of clinic flow, referral tracking, population management, panel management. S/he will lead and facilitate key process improvements in patient access measures, clinical flow, population-based quality improvement, and patient experience. The DOCO reports to the CEO and/or Medical Director and collaborates closely with other members of the Management Team. S/he will be responsible for strategic leadership and oversight of clinical, nursing and allied health services, with a strong focus on delivering high-quality, integrated primary care. Will oversee the clinical, operational, and financial performance of clinical, nursing, allied health services ensuring alignment with the organization's mission to provide integrated accessible, and comprehensive care to vulnerable populations.

Essential Duties and Responsibilities:

Clinical and Operational Leadership:

- a) Responsible for oversight of day-to-day clinical/medical operations, nursing, and allied health across TRIHCI. Directing, planning, organizing, supervising and coordinating services of clinic operations.
- b) Monitors and ensure clinical operational performance goals are maintained across TRIHCI. Works with management to optimize staffing, appointment schedules and workflow policies and procedures as needed to meet goals.
- c) Direct Patient Care (if Applicable) – Provide direct care within scope of practice, including assessment, nursing diagnosis, treatment, and documentation. Ensure care meets evidence-based standards. Support patient education and self-management.
- d) Responsible for ensuring excellent patient experience and that patient complaints/grievances are addressed and resolved in a timely and responsive manner according to policy.
- e) Develop, review and update policies, procedures, process improvement, training and evaluation that help support efficient clinic workflows, staff and provider productivity, quality improvement and customer service.

- f) Ensure adherence to policies, procedures and standards regarding quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records and facilities.
- g) Monitor and ensure clinical and operational performance standards are maintained. Lead site efforts to achieve established goals for productivity and quality goals, collaborating closely with staff and leadership.
- h) Responsible for creating, updating and maintaining policies and procedures related to clinical operations not limited to nursing and medical.
- i) Responsible for ensuring compliance with rules and regulations that impact operations. Ensure regular staff training, such as, but not limited to Infection control, HIPAA, Bloodborne pathogens, disaster/emergency planning and management policies, training and drills.
- j) Collaborate with the CEO and other management to develop program and organizational goals.
- k) Ensure staff competency checks.
- l) Work in collaboration with the Providers and clinical staff regarding clinical issues, such as schedules, staff issues and oversight of clinical needs.
- m) Provide oversight and leadership for clinical and operational projects.
- n) Participate in the formulation of clinic objectives, policies and procedures, working closely with members of the clinical/management team.
- o) Evaluate processes and systems of clinic in accordance with clinic policies and procedures.
- p) Ensure communication of goals, objectives, policies and procedures both up and down the chain of command through meetings, huddles, and other forms of communication. Develop, conduct and ensure compliance for all staff for required training related to clinical operations compliance.
- q) Ensure efficient patient flow, continuity of care, and regulatory compliance with care delivery standards. Direct and oversees management of the vaccine program and immunization clinic.
- r) Responsible for professional conduct while on Tule River Indian Health Center property and when representing the Health Center.
- s) Manages assigned projects within all designated guidelines.

Population-Focused Care:

- a) Champion clinical programs that address the social determinants of health, with emphasis on substance use disorders, mental health, and chronic care disease management.
- b) Collaborate with multiple departments, community partners, outreach, Medi-Cal managed care plans, county health services department, local agencies, hospitals to improve TRIHCCI's clinical services and extend care to high-risk population.
- c) Integrate harm reduction, trauma-informed care, and wraparound service models into clinical, nursing and allied health practice.

Quality Improvement and Compliance:

- a) Oversee the development and implementation of clinical quality improvement initiatives aligned with Indian Health Services (IHS) Health Resources and Services Administrations (HRSA), GPRA, Healthcare Effectiveness Data and Information Set measures and National Committee for Quality Assurance (NCQA) – Patient-Centered Medical Home (PCMH) standards, American Accreditation for Ambulatory Health (AAAHC) standards.
- b) Direct and support compliance under Office of Inspector General (OIG) guidelines. Leads PCMH standards for AAAHC and/or NCQA Accreditation.
- c) Ensure adherence to federal, state, and local regulations, including the Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), Clinical Laboratory Improvement Amendments (CLIA), and IHS guidelines.
- d) Lead performance monitoring and reporting efforts to drive improvements in health outcomes, access, and equity.

Financial and Resource Oversight:

- a) Manage staffing models and productivity metrics to ensure efficient use of resources and alignment with the financial goals.

- b) Participate in budgeting, grant reporting, and strategic planning for clinical departments.
- c) Identify cost-saving opportunities without compromising quality or patient-centered care.
- d) Manages medical supply inventory with staff.

Staff Supervision and Development:

- a) Recruit, mentor, and evaluate nursing and allied health staff including Registered Nurses, Licensed Vocational Nurses, Medical Assistants and Laboratory Technicians, and others.
- b) Foster a collaborative, trauma-informed, and mission-driven clinical culture.
- c) Ensure timely completion of licensure, training, certifications, and continuing education. Updates competencies for Nursing and allied health roles, provides coaching to staff.
- d) Collaborate with local Nursing college and supervise clinical rotation assignments to students as needed.

Interdisciplinary Collaboration and Strategy:

- a) Work closely with medical, behavioral health, dental, outreach, PRC, EMS, to ensure coordinated, team-based care.
- b) Serve as a strategic advisor to the leadership and CEO on issues impacting clinical quality, workforce development, patient engagement, and care access.

Additional Responsibilities may include:

- a) Participation in all required staff meetings.
- b) Performing all other duties as assigned.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Knowledge, Skills, and Abilities

- 1) Knowledge of regulatory and compliance requirements relevant to Indian Health, FQHCs (HRSA, HIPAA, OSHA, etc)
- 2) Possess strong organization competencies, particularly in the areas of records management, scheduling, and organizational correspondence.
- 3) Demonstrate excellent interpersonal skills and the ability to interact effectively with a wide variety of individuals and diverse populations.
- 4) Demonstrate excellent oral and written communication skills, including a working knowledge of grammar, spelling, punctuation, and appropriate business document formatting.
- 5) Must have the ability to work under pressure in dealing with multiple tasks and constant deadlines, while maintaining attention to detail and accuracy.
- 6) Proficient in EHR systems (NextGen).
- 7) Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
- 8) Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting and demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
- 9) Must demonstrate the ability to maintain accurate records and prepare clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
- 10) Strong leadership and team management skills.
- 11) Possess the ability to organize and follow one's own work schedule (i.e. setting priorities, being available during work hours, and meeting critical deadlines).

- 12) Possess the ability to perform well in group problem-solving situations and use reason even when dealing with highly emotional or traumatic topics.
- 13) Possess the ability to become knowledgeable of health needs and services provided to the Indian community both on and near the reservation.
- 14) Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.

Supervisory duties:

The *Director of Clinical Operations* may oversee RN's, nursing staff, and other clinical or administrative staff as per organizational needs.

Education, Certificates, Licenses, Registrations and Experience

1. Registered Nurse (RN) license in good standing in the state of California is required. A Bachelors' Degree in Nursing (BSN), Master's Degree in Nursing (MSN), Public Health, Health Care Administration, Health Sciences, Public Health Nurse (PHN), Family Nurse Practitioner (FNP) or a related field is preferred.
2. 2 years' experience of clinical nursing experience and 2 years of healthcare leadership, supervisory or management experience is preferred.
3. Nursing or managerial experience in primary care outpatient health center, FQHC, IHS tribal clinic, ambulatory clinic, health system or hospital preferred.
4. Demonstrated knowledge of IHS, HRSAA, PCMH, UDS, GPRA performance measures.
5. Indian Health Services (IHS) or FQHC or community health center leadership experience preferred.
6. Experience managing grant-funded programs or integrated care teams preferred.

A current California driver's license and a good driving record are required for this position, must be eligible to be covered on TRIHCI vehicle insurance.

All candidates for the *Director of Clinical Operations* position must have acceptable work history if previously employed with the Tule River Indian Health Center, Inc., Tule River Tribe and/or Tribal Entities.

Physical Work Environment: *The description provided here is representative of those conditions in which the Director of Clinical Operations will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the *Director of Clinical Operations* is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The *Director of Clinical Operations* will move throughout the health center to meet with supervisors and co-workers and have direct patient/client contact. Consequently, the *Director of Clinical Operations* must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Possess the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 10 lbs repeatedly and up to 25 lbs intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, § 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, and toxicants found on-site.

Disclaimer:

This position description lists the major duties and requirements for the Director of Clinical Operations position as established by subject-matter experts at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.

Employee Affirmation:

I have thoroughly read the attached position description for the position of Director of Clinical Operations. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.

Employee Name (Print)
Employee Signature
Date