



JOB OPPORTUNITY

Position: Health Services Supervisor
Job Type: Clinical - Management
Schedule: Full – Time
Location: Yakima, Washington
Salary: Salaried Position DOE with benefits
Job Posted: November 19, 2007
Req'd Travel: Yes
Relocation Covered: No

To Apply: Send cover letter including statement (** see below) & resume, and three professional references in Word format to:
Human Resources Administrator
Cedar River Clinics, Executive Office
14220 Interurban Ave S. Suite #140 Seattle, WA 98168
Fax: (206)267-2702
E-mail: HR@CedarRiverClinics.org

Cedar River Clinics seeks a highly motivated, experienced Health Services Supervisor for our clinic in Yakima, Washington. Our Yakima clinic improves the quality of women's lives through providing reproductive health services, health education and advocacy. The Health Services Supervisor will work cooperatively with the Clinic Manager to oversee direct client care, to provide direction to staff, work proactively with other management and provide training as needed.

This is your opportunity to make a difference in the lives of thousands of women, to help meet women's health needs in the rural-agricultural, diverse and medically underserved Yakima Valley and to be part of an amazing group of dedicated activists and health professionals.

A successful candidate will possess the ability to understand, organize and manage the working operations of a full service women's reproductive health clinic that also provides abortion services.

To be considered for this position, please include a ****statement in your cover letter regarding your view on being pro-choice and address specifically why you would like to work for Cedar River Clinics.**

Major Responsibilities:

A. Clinic Flow

- Work in the clinic to monitor healthworker's compliance with regulations, procedures, client information, education and clinic protocols.
- Review client scheduling regularly.
- On the spot conflict resolution with clients, partners and staff to assure quality of care and smooth clinic flow.
- Continue working in clinic to coordinate the flow of all clinic staff and clients to minimize physician/client waiting.

B. Provide Continuous Direction to Health Services Staff

- Communicate with Clinic Manager, Administration and staff in a timely manner regarding changes, concerns and problems.
- Provides information about staff performances to the Clinic Manager to assist in performance evaluations.
- Encourage communication using established organizational structure.
- Prepare for and facilitate effective meetings with Clinic Manager and healthworker staff.
- Encourage, seek and utilize relevant input from staff.
- Resolve conflicts:
 - a) Assist in maintaining open communication and smooth working relationship among staff.
 - b) Work with Clinic Manager to make decisions when different areas of the clinic have conflicting goals and views on handling a situation.
 - c) On the spot conflict resolution with clients or their partners.
- Communicates clearly and with authority, while maintaining respect for the staff.

C. Personnel

- Integrate new hires into needed areas of health services staff.
- Report personnel problems to Clinic Manager and discuss strategies for resolution.
- Perform supervisory duties as provided in “Personnel Policies” handbook.
- Notify Clinic Manager of new staff needs and arrange for orientation and training.
- Provide reports to Clinic Manager in scheduling staff.
- Provide for educational opportunities.

D. Scheduling

- Work with Clinic Manager to schedule clients with unusual circumstances.
- Schedule appropriate staff and physicians to be on-call.
- Schedule staff in clinic sensitive to productivity and clinic flow.
- Work with Clinic Manager to approve Time Off Requests and adjust the staff schedule accordingly.
- Create monthly calendars for administration and clinics scheduling Physicians, ARNP and monthly meetings.
- Maintain communications with other site managers and staff to help fulfill the needs of all three clinics.

E. As a Member of Management

- Be available for problem solving
- Carefully delegate authority.
- Provide training as needed.
- Communicate often and work proactively with other management staff.

F. Other Responsibilities

- Assist in developing training materials as needed.
- Periodically review all health services areas for proper dissemination of information and proper documentation according to clinic procedures and law.
- Monitor operations and maintain health services equipment including, but not limited to: Ultrasound machine, sterilizers, blood pressure cuffs and machines and suction machines.
- Ensuring staff, Physicians and ARNP licenses including CPR and ACLS are active and displayed.
- Working with the Clinic Manager and staff to maintain accreditation status.
- Perform other duties as assigned.

Qualities Sought:

- Awareness of social justice and women’s rights issues.
- Demonstrated leadership: integrity, good judgment, ability to work collaboratively, reliability and follow through.
- Must be able to multi-task at a high level in a busy organizational setting.

- Strong communication skills, both written and oral.
- Demonstrated ability to oversee daily operations of a medical facility.
- Knowledge of Microsoft Office programs.
- Ability to work with a diverse staff and clientele.
- Knowledge of medical database systems.

Summary of requirements:

- Medical Assistant minimum education.
- LPN/RN a plus
- Experience in an abortion clinic desired.
- Able to supervise multiple staff at varying degrees of education in a busy environment.
- Ability to evaluate priorities and make sound decisions.
- Ability to prioritize and perform multiple tasks under pressure.
- Strong desire to assist a diverse group of women in taking control of their lives by providing them with information to get past barriers.
- Extensive working knowledge of abortion procedures a plus.
- Ability to maintain confidentiality.
- Bilingual Spanish a plus.

ABOUT THE CLINIC:

Cedar River Clinics-Yakima is one of three AAAHC accredited health care facilities operated by the non-profit Feminist Women's Health Center that provides abortion, birth control and women's reproductive health care. The Yakima clinic is located approximately 150 miles east of Seattle and has served a large geographic area of eastern Oregon and Washington since 1980. Clinical staff and materials are bilingual in Spanish and English.

Feminist Women's Health Center is a social change organization that combines *direct services* (abortion and reproductive health care), with *activism* (to preserve the right to choose) and *community education* (to demystify health information and empower health decisions).

VISION: We have a vision of a world where all women freely make their own decisions regarding their bodies, reproduction and sexuality – a world where all women can fulfill their own unique potential and live healthy, whole lives.

MISSION: To achieve reproductive freedom, FWHC provides abortion and birth control so women can decide their own destinies.

To learn more about

- the clinic or the organization, see: www.CedarRiverClinics.org and www.FWHC.org
- the Yakima Valley, see: www.yakima.org