

**PROFESSIONAL POSITION DESCRIPTION**

**Title**: **Director OF Health Services**

**Division**: **SD Department**: USM Health and Counseling Services

**Locations**: Portland Campus, 008 Sullivan Gym Center; Gorham, 156 Upton Hall

**Schedule**: Full time, 12 months, evening hours or weekends may be required

**Organizational relationships**:

**Reports to**: Associate VP for Student Affairs

**Directly** **Supervises**: Nurse Practitioners, Professional Nurses, Medical Assistants, Administrative Support Specialists, Asymptomatic Testing/Vaccine Director, student interns. **Indirectly Supervises**: student workers.

**Coordinates with**:

Director of Counseling Services and Counseling Services staff; Athletics, Residential Life, Admissions, Advising,

Dining Services, Public Safety, Student Affairs staff, Academic Deans and Dept. staff, School of Nursing, Career

Hub, Learning Commons, TRIO, Student Organizations, Parents, UMS legal counsel, UMS Risk Management,

Human Resources, UMS and USM Pandemic Response Teams, primary health care providers and

subspecialists, social services and community resources, Maine CDC, Portland Public Health, vendors (i.e. –

laboratory services, pharmacies, equipment calibration organizations, medical and office suppliers, student

health insurance carrier).

**Statement of the Job**

The Health Services Director is responsible for Health Services operations ensuring high quality, evidence-based delivery of primary health care and public health services to the USM campus community. These functions serve to support the mission of the university.

**Essential Functions**

**Supervisory**:

* Supervises clinical staff including nurse practitioners, professional nurses, and nursing assistants ensuring the provision of safe, evidence-based quality health care.
* Supervises administrative support personnel and oversees administrative functions.
* Initiates and facilitates the hiring of qualified clinical and administrative support staff.
* Oversees the orientation of new clinical and administrative support staff.
* Meets at least 2x/month with direct supervisees to review goals, discuss issues, provides guidance as needed.
* Prepares and conducts an annual performance appraisal for each direct supervisee.
* Maintains an updated credential file for clinical staff and IZ file for all Health Service staff.
* Ensures clinical staff participation in compliance trainings as well as diversity training and relevant in-services / continuing education activities.
* Provides input into revision/update of health services staff job descriptions, as needed.
* Oversees clinical schedule to ensure adequate staffing; maintains attendance records and approves time off; and responds to needs for scheduling changes due to illness/vacation.
* Directs/delegates the preceptorship of students (i.e. - nurses, nurse practitioners, athletic training, resident physicians, and others)
* Builds and maintains a safe working/learning environment for all staff.

**Clinical:**

* Renders high quality evidence-based health care services, renders 30% of available time to direct clinical services as able.
* Provides case consultation to Health and Counseling Services staff and other departments.
* Works collaboratively with physician consultant who provides clinical case consultation, participates in continuous quality improvement (CQI) activities including conducting annual chart reviews, and guides clinical policy development.
* Ensures the establishment and implementation of up-to-date clinical policies, procedures, and practice guidelines for Health Services.
* Ensures the completion and maintenance of quality medical records for each patient.
* Demonstrates understanding of the electronic medical record system and ability to lead discussions for improvements, adjustments, and updates in conjunction with clinical staff.
* Ensures strict compliance with infection control measures.
* Oversees the inventory and appropriate storage of medical supplies, equipment and medication.
* Oversees the maintenance of CLIA certified laboratory testing procedures.
* Oversees management of immunization supplies including ordering, handling, storage and administration.
* Works collaboratively with stakeholders in the USM community to integrate and uphold equitable and diverse quality care for all students, while respecting, fostering and encouraging each student’s cultural and ethnic differences.
* Ensures a physically and emotionally safe health care setting for both patients and staff, while ensuring strict adherence to HIPAA/FERPA guidelines for privacy and confidentiality.
* Plans and coordinates with the Athletic department to provide annual pre-participation and periodic sports physical exams.
* Directs Health Services Quality Improvement programming and activities.
* Provides oversight of health education/prevention/promotion activities/programs.
* Interfaces with pharmaceutical, medical and laboratory service representatives and makes recommendations regarding formulary and services.

**Administrative**:

* Oversees the immunization compliance program, ensuring adherence to Maine state laws, and coordinates with other campus departments for clear communication to students with regard to immunization requirements and process.
* Provides oversite of preparedness for health-related emergencies including the development of pertinent policies/procedures.
* Negotiates contracts with outside organizations and vendors, and interfaces with contractors for the functioning of health services.
* Works with Health Services team to market and increase the visibility of University Health and Counseling Services (UHCS) services.
* Oversees the accuracy and completeness of health information presented on the USM Health & Counseling Services website.
* Ensures the establishment and implementation of administrative and personnel policies and procedures for health services.
* Analyzes and reports data to UHCS staff relative to the provision of health care services.
* Participates in Student Affairs meetings and activities when appropriate.
* Participate in ACT/BIT meetings as scheduled
* Coordinates with Counseling Services Director to maximize integration of mental health and health services, including outreach and health promotion activities.
* In conjunction with Counseling Services Director, works with students, staff and faculty to assess the overall health needs of students and conduct student satisfaction surveys at least annually.
* Provides solid health care perspective and advice to university and departmental decision-making and policy development where appropriate.
* Explores and facilitates the development and implementation of new programs and services.

**Budget Responsibilities:**

* + - Works in tandem with the Counseling Services Director to analyze, prepare and administer the UHCS budget in a cost effect manner.
    - In tandem with Counseling Services Director, meets with USM Finance Office representative at regular intervals to review/revise budget as needed.
    - Develop annual revenue projection/goal for insurance billing

**Public/Professional Activities:**

* Participates in relevant continuing education and professional development activities.
* Represents USM for Health & Counseling Services at campus, community events and press conferences, as needed.
* Networks with other health centers in the University of Maine System as well as other Maine colleges and universities.
* Collaborates with community-based health care organizations and groups as appropriate.
* Provides consultation on health care issues and policy for USM departments and personnel as needed.
* Interacts with staff in a wide variety of roles and positions at USM and UMS.
* Attends conferences and participates in professional associations such as American College Health Association (ACHA) and New England College Health Association (NECHA), etc. as appropriate

**Knowledge, skills, abilities:**

* Highly competent nurse practitioner with strong clinical skills and current knowledge of health care issues and practice guidelines, especially pertinent to the young adult.
* Strong supervisory, management and leadership skills/experience.
* Solid knowledge of public health principles and practice including infectious disease prevention, screening and surveillance.
* Excellent verbal and written communication skills.
* Grounded understanding of HIPAA requirements, privacy rules and patient confidentiality.
* Experience with financial management and budgeting.
* Demonstrates superior computer literacy, and facility with EMR systems and related software.
* Experience and skills in continuous quality improvement principles and implementation.
* Demonstrates cross-cultural knowledge and competency, respect for diversity and inclusion and anti-racism advocacy.
* Demonstrates knowledge and advocacy for LGBTQ issues.
* Possesses an open attitude that fosters a respectful, empowering workplace environment.

**Qualifications:**

* Master’s Degree as Adult or Family Nurse Practitioner required and active national certification as a nurse practitioner via the American Nurses Credentialing Center (ANCC), or the American Academy of Nurse Practitioners Certification Board (AANPCB).
* Must have current Advanced Practice Nurse licensure or license-eligibility in Maine at the time of hire.
* At least 3 years of clinical practice as a nurse practitioner in an ambulatory care setting; experience in college health preferred.
* Prior management and supervisory experience preferred.
* Current DEA license or eligible for DEA licensure.
* Maintains current health care provider BLS certification.

**For HR Use Only:**

**Approved: February 2021**

**Job Family: 2**

**Salary Band: 7**

**Unit: Non-Represented Professional**

**Employee: TBD**

**Position#: 00019829**