



Title	Director of Clinic and Intake/RN	Reports to	Administrator
Department	Healthcare	Status	Full Time
Funding Source	Broward County	Category	Exempt

I. JOB SUMMARY:

The Director of Clinic and Intake/ Registered Nurse manages the daily operations of the clinics at the Central and North Homeless Assistance Centers, including the provision of medical and dental care, treatment of health conditions, supervision of staff, and oversight of contracted providers. The Director of Clinic and Intake serves in a lead role in coordinating the overall intake process for clients entering the shelter and actively participates in a multidisciplinary care team during clients’ stay at the shelter. The Director of Clinic and Intake participates as a member of the Quality Assurance/Quality Improvement (QA/QI) and Program Services subcommittees and performs related functions. The Director of Clinic and Intake understands that Broward County operates a Housing First model and that all clients’ experience with homelessness should be rare, brief, and non-recurring.

II. ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:

1. Oversees the daily operations of the clinics in the Central and North Homeless Assistance Centers to ensure that patients have ready access to care, that practitioners’ appointment schedules are maximized, that operations are efficient, and that patient health outcomes are positive.
2. Performs and properly documents detailed and accurate medical histories, including reviewing client (patient) records to develop comprehensive medical status reports.
3. Interprets and evaluates client data to determine client management and treatment. Monitors the overall condition of all patients, including results from procedures, reactions to tests, drugs, and any other significant incidents.
4. Provides patient education regarding health and wellness, chronic illness, and preventive care and maintenance.
5. Provides direct supervision to the Intake Coordinators, Licensed Practical Nurses, and Dental Assistant. Performs staff evaluations and corrective disciplinary actions; coordinates and assists the staff in carrying out their responsibilities. Provides leadership and oversight to the contracted dentist and dental hygienists and assists in carrying out their responsibilities. Reviews and submits payroll timesheets on a bi-



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weekly basis.



6. Coordinates referrals to other healthcare providers and managing patient appointments and follow-up care; ensures that patient client receive an appropriate level of care from both internal providers and external partnering providers.
7. Establishes, maintains, and updates appropriate systems, standards, protocols and clinical policies and procedures to ensure the quality of patient care.
8. Coordinates the overall intake process into shelter, ensuring that the center's census is on target and that capacity rates are high. Collaborates with the Directors of Residential Services and Administrators in managing the daily census and ongoing bed counts. Works with external partners on the County's approved Coordinated Entry System for new client intakes.
9. Participates in Quality Improvement initiatives and activities and assuming the lead role to ensure policies, procedures are followed.
10. Ensures the coordination of patient care with case management, therapists, residential services, and external agencies.
11. Collaborates with the multidisciplinary team to establish standards and protocols for each service in the treatment care plan. Participates in clinical case conferences.
12. Maintains a thorough knowledge of HIPAA guidelines and limitations and ensures all staff members are working within these guidelines. Provides counseling for staff members regarding HIPAA and releases of information.
13. Manages and provides oversight of program budget and documentation, including all reporting and data entry required by grant funders.
14. Reviews, interprets, and evaluates data collected in client charts and electronic health records system and provides evaluative reports to the management team.
15. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

III. AGENCY EXPECTATIONS OF EMPLOYEE:

- All employees are expected to adhere to Agency Policies and Procedures.
- All employees are expected to dress appropriately in accordance with OSHA requirements.



- All employees are expected to attend required and/or assigned Agency trainings.
- All employees are expected to be courteous, polite and friendly both to our clients and to their fellow employees.
- All employees are expected to consistently report to work on time prepared to perform the duties of their position.

IV. QUALIFICATIONS:

Education/Experience: A graduate from an accredited nursing/health program and current licensure as a Registered Nurse in the State of Florida. Licensure and certifications must be valid at the time of hire and maintain certification and licensure during employment. Experience with quality assurance / process improvement, policy development, and other high-level administrative duties is preferred. Psychiatric Certificate is preferred. At least three years' supervisory experience is required.

V. WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Director of Clinic and Intake works in settings of Broward Partnership, including medical clinic, offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

ACKNOWLEDGEMENT:

I have read this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation.

I understand that my job may change on a temporary or regular basis according to the needs of the Agency or my department without it being specifically included in the job description.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.



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I have had the opportunity to review this job description, discuss with my supervisor, and ask questions prior to signing this form.

Employee Name: _____

Employee Signature: _____

Date: _____



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