



POSITION: Director of Clinical & Quality Improvement
REPORTS TO: Sr. Director of Programs
FTE: 1.0 FTE
FLSA STATUS: Exempt
SALARY: Competitive and Dependent on Experience
START DATE: ASAP
LOCATION: National Scope: Remote or Hybrid (Nashville, TN)

ORGANIZATIONAL DESCRIPTION

The National Health Care for the Homeless Council (the Council) is the premier national organization working at the nexus of homelessness and health care. Since 1986, we have brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates. Our Organizational Members include Health Care for the Homeless health centers, respite programs, and housing and social service organizations across the country. Additional information is available at www.nhchc.org.

Grounded in human rights and social justice, the Council’s mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness. As an organization, we believe an inclusive and open environment fosters creativity, contributes to the quality of our work, and provides growth opportunities for our employees. The Council is guided by the principles of Justice, Equity, Diversity, and Inclusion (JEDI) in its internal and external work of dismantling racism and identity-based oppression as part of meaningful efforts to end homelessness and become a trauma-informed, anti-racist agency.

POSITION DESCRIPTION

The Director of Clinical and Quality Improvement leads initiatives focused on improving the health of people experiencing homelessness and optimizing the delivery of quality primary care. Primary responsibilities include serving as the behavioral and medical subject matter expert focused on improving the clinical environment in HCH health centers and health centers broadly, Primary Care Associations (PCAs), and other entities through education, training, technical assistance, and policy with a focus on quality improvement. Partnership across the organization with the Policy, Community Engagement, Medical Respite, and Implementation Research Teams is essential. This dynamic role operates on the national level in frequent partnership with both federal and non-profit organizations and leads initiatives that seek to improve health outcomes for people experiencing homelessness.

CLINICAL RESPONSIBILITIES (approx. 65%)

- In collaboration with the Council’s networks (HCH Clinicians’ Network, Respite Care Providers Network, National Consumer Advisory Board) and committees (Research Committee, Administrators Committee, Policy Committee) and Community Engagement Team, identify emerging topics in primary care that impact people experiencing homelessness and serve as a resource and provide training and technical assistance on clinical quality issues and services.
- Provide clinical expertise to the National Institute for Medical Respite Care (NIMRC) – a special

initiative of the Council – by participating in the NIMRC leadership team, reviewing clinical resources, grant outcomes measures, and supporting medical respite training and technical assistance.

- In collaboration with the Council’s Implementation Research Team and Research Committee, assist in conducting research on topics that will generate evidence-based practices to improve the quality of clinical care. Prioritize opportunities for research on quality improvement projects.
- In consultation and collaboration with other leadership team members and staff, assist in implementing the Council’s strategic priorities of expanding policy, advocacy, and medical respite care.
- Prepare and provide recommendations on emerging health issues that are distributed to HCH health centers via adapted clinical guidelines, policy analysis/issue briefs, listservs, newsletters, webinars, workshops, etc.
- Develop curricula and educational materials to fill the gaps and address the health care needs of homeless populations.
- Monitor HCH health centers’ clinical performance measures and assess methods that improve both administrative and clinical quality.
- Responsible for recommendations and continuous review of clinical quality indicators for HCH health centers while maintaining the highest standards of accuracy and clinical relevance.
- Assist HCH health centers create benchmarks for key performance indicators.
- Perform literature reviews and revise articles and information on health care issues affecting people experiencing homelessness and other underserved populations.
- Collate and review existing materials and resources for training and technical assistance, and develop new publications designed for and with input from health center audiences. This may include briefs, infographics, case studies, and other training tools/supports.
- Provide onsite and online training to health centers, Primary Care Associations (PCAs), Health Center Controlled Networks (HCCNs), community-based organizations, public health departments, and at Council training events.
 - In collaboration with the Council’s Policy Team, assist in providing clinical perspectives or information that will help further the policy and advocacy priorities of the Council, as well as prioritize opportunities to partner on specific deliverables or presentations of mutual policy and clinical relevance.
- Perform other duties as assigned.

DIRECT CLINICAL CARE (approx. 20%)

- Provide care and services to homeless population. The position will allow 20% of staff time for direct patient care.

SUPERVISORY RESPONSIBILITIES (approx. 10%)

- Supervises members of the Clinical and Quality Improvement Team that currently includes Sr. Clinical Manager, Clinical Manager, Clinical and Quality Improvement Nurse Manager, Behavioral Health Program Manager, and Instructional Design Manager. Other team members may be added as team expands.
- Supervises and monitors all the activities of the Clinical and Quality Improvement Team to ensure all program goals and deliverables are met.
- Ensures staff comply with the policies and procedures set out in the Council’s Employee Handbook.

GENERAL AGENCY DUTIES (5%)

- Foster an environment that promotes trust and cooperation among all Council teams.
- Attend staff, Management Team meetings, and staff retreats.
- Participate in agency functional teams and ad-hoc committees.

- Represent the Council in meetings and conferences, as appropriate.

QUALIFICATIONS:

- Candidates considered must have a current unrestricted license in the disciplines listed below. Maintaining licensure is a requirement of this position.
 - Physician with residency trained in primary care, preventive medicine, or psychiatry with State Medical License, board certified or board eligible, Addiction Medicine fellowship and/or board certification.
 - Applicants with a Master of Science degree in Nursing from a program accredited by the American Nurses Association or the American Association of Nurse Practitioners. An unrestricted state license to practice as an advance practice nurse practitioner, Board Certification as a Psychiatric-Mental Health Nurse Practitioner.
- A minimum of three years' experience in a psychiatric or primary care medical practice.
- Experience working within a community health center setting or directly with community health centers strongly preferred. Familiarity with hospital systems preferred.
- Affiliation or faculty privileges at an academic institution a plus.
- Motivated, resourceful, and flexible individual with ability to multitask. Fast learner, comfortable working individually and as a team member, in a fast-paced and changing environment.
- Possess ability to assess, prioritize, and manage a varied and demanding workload under pressure and with tight deadlines, while maintaining a high bar for quality.
- Possess excellent written and verbal communications skills.
- Possess excellent task-management and organizational skills.
- Possess excellent creative problem-solving and leadership skills.
- Experience with online conferencing forum moderation and videoconferencing preferred.
- Proficiency with MS Office.

SKILLS:

- Ability to read, analyze, and interpret medical literature, scientific journals, weekly reports, and public health publications.
- Ability to write reports, newsletters, and bulletins. Capacity to effectively present information and respond to questions from health care providers, clients, organizational representatives including health payers, hospitals, and the general public.
- Proven clinical competence in the provision of primary or psychiatric health care in a community setting.
- Demonstrated experience, competence, and sensitivity in working with people experiencing homelessness.
- Very good knowledge of Spanish is an asset.

PHYSICAL DEMANDS & WORKING CONDITIONS

- Position able to be remote or hybrid (Nashville, TN).
- Available for travel within the U.S. approximately 2-3 times a year, or more frequently, depending on location.

Comprehensive benefits package: Includes health, dental, vision, 401k, and paid time off.

How to Apply: Please submit a resume and cover letter to Bobby Watts, CEO, at bwatts@nhchc.org **clearly marked Director for Clinical and Quality Improvement**. Applications without cover letters and salary requirements will not be considered.

Equal Opportunity Employer: We do not discriminate on the basis of race, sex, religion, sexual orientation,

gender identity, or country of origin. The National HCH Council is committed to focusing on equity in all of our work, including ensuring our staff is inclusive and representative of the people we serve. People of marginalized identities and/or lived experience of homelessness are especially encouraged to apply. Applications without cover letters and salary requirements will not be considered.

Last Updated: 07/14/23