



## CLINICAL MANAGER

Missouri Family Health Council, Inc. (MFHC) believes all people deserve quality, affordable healthcare, including accessible reproductive and sexual health services, because everyone should have the opportunity to pursue the future they want, including if, when, and under what circumstances to become pregnant. We believe this is some of the most important work of our lifetime, so we're unwavering in our innovative, compassionate, and strategic energy toward challenging systemic oppression and shifting the dynamics of power toward more equitable opportunity and access. Simply put, we do hard work and we do it well.

If you're a registered nurse that loves providing training and technical assistance to support quality improvement, is solution-focused and has strong attention to detail, and can easily build trust and rapport with other providers, we want to hear from you.

### POSITION SUMMARY

Clinical Manager provides clinical oversight and quality management support for a broad portfolio of health centers throughout Missouri. This position provides training and technical assistance with specific emphasis on the core principles of client-centered, trauma-informed, inclusive, equitable sexual and reproductive healthcare in alignment with Title X and MFHC's mission, vision, and values. As a manager, this position is mainly micro-level focused with input on the macro-level, and is responsible for the execution of projects and work products, responsiveness to stakeholders, grant compliance, and contributing to a more equitable and inclusive organization.

### HOW YOU DO YOUR WORK

MFHC is committed to reproductive justice, including and centering antiracism. MFHC works to eliminate biases and inequity by challenging systemic oppression and shifting power dynamics. All team members are expected to meaningfully participate in this work.

#### **Diversity, Equity, Inclusion, and Belonging**

- Engage in a personal and professional journey with antiracism and intersectional justice.
- Actively contribute to an equitable and inclusive organization.
- Participate in trainings related to antiracism, health equity, diversity and inclusion across lines of race, ethnicity, age, sexual orientation, gender identity, ability, body size, class, etc.

- Act with kindness, empathy, and compassion; contribute to an environment that promotes authenticity and protects psychological safety.
- Integrate principles of equity and inclusion throughout all of MFHC's work.

### **Team Member Expectations**

- Demonstrate passion for MFHC's mission and a deep commitment to MFHC's guiding principles and values, including diversity, equity, and inclusion.
- Communicate directly and clearly both externally and internally; address internal conflict with a focus on resolution, mutual acceptance, and understanding.
- Deliver clear, concise, and compassionate communication; practice active listening.
- Exercise strong judgment, view work through the lens of a team, and adapt to changing circumstances.
- Foster team collaboration, come prepared to meetings, ask questions, give/receive feedback, and look for solutions to problems.

## WHAT YOU DO

Specific job duties include, but are not limited to:

### **Program Reviews, Monitoring, and Grant Management**

- In collaboration with the Clinical Director, conduct in-person and virtual program reviews with health centers in the network; draft reports of findings, review responses and provide follow-up, as needed.
- Participate in required meetings/calls with health centers to foster collaboration/support in meeting grant clinical objectives/deliverables.
- Ensure compliance with Missouri state regulatory and clinical grant requirements.
- Revise program review and evaluation tools to ensure the quality of clinical care meets grant requirements.
- Support/conduct onboarding and assessment of health centers.
- Collaborate with the Clinical Director to set clinical performance measures for health centers.
- Support the request for applications process for MFHC's program initiatives, including developing and reviewing clinical application documents; and processing, reviewing, and scoring applications.
- Track and document all required information for grant compliance.
- Assist in the completion of reports to funding sources.

### **Quality Assurance, Training and Technical Assistance**

- Provide technical assistance and training, both virtually and on-site to health centers related to quality assurance and improvement, evidence-based standards of care, and best practices in the provision of high-quality sexual and reproductive healthcare.
- Support the overall success of MFHC's external training plan, brainstorm potential sessions based on the needs of the network, and facilitate training or recruit speakers.
- Utilize internal and external data to evaluate clinical objectives and foster clinical activities.
- Research and connect health centers to available resources/job aids to support them in meeting clinical objectives.

### **Outreach and Project Promotion**

- Serve as MFHC's clinical representative for conferences, boards, coalitions, advisory groups, and external forums, as appropriate.
- Build and maintain connections with allied and diverse organizations and health centers and synergize those relationships with the MFHC team and network.
- Track all outreach, as appropriate.

### **MFHC Clinical Policies, Procedures, and Protocols**

- Provide administrative support to MFHC's Medical Committee and support the Clinical Director in biennial review of MFHC's clinical policy manual.
- Provide feedback and technical assistance to support health center staff on implementation of clinical policies, procedures, and protocols.

### **Continuous Learning**

- Receive, reflect on, act on, and learn from feedback.
- Complete all grant related/required training.
- Maintain clinical knowledge and skills by attending educational workshops, reviewing professional publications, establishing professional networks, and attending one clinical conference on an annual basis.
- Participate in professional development that enhances knowledge related to MFHC's work, including trainings focused on diversity, equity, inclusion, and belonging.

### **Additional Duties/Responsibilities**

- Manage contracts for MFHC's Medical Director and Family Planning Clinical Consultants – Advanced Practice Registered Nurses (APRNs).
- Maintain all forms needed for the Family Planning Clinical Consultants (FPCCs).

- Attend events, conferences, trainings, and meetings on behalf of MFHC, including tabling/outreach, as needed.
- Participate in advocacy by meeting with legislators when requested, testify when identified as the best messenger for MFHC, and respond to action alerts distributed by MFHC.
- Promote MFHC with passion and appropriate knowledge with partners/stakeholders.
- Other duties as assigned that support MFHC in meeting its mission.

## WHO YOU ARE AND KEYS TO SUCCESS (the must-haves)

### Education and Professional Licensure

- Graduate of an accredited Bachelor in Nursing program.
- Possession of a valid or temporary Missouri license, or multi-state compact license, issued by a Nursing Licensure Compact (NLC/eNLC) state, plus three years of professional nursing experience.

To be successful in this job the following are crucial experience, skills, and abilities:

**Clinical quality improvement and project management:** Worked at least three years in a clinical setting. Experience with implementing clinical strategies to improve quality of care based on best practices and evidence-based standards. Must be proficient in the use of electronic health records (EHRs) and Microsoft Office suite.

**Training and technical assistance skills:** Experience developing and delivering training and technical assistance. Experience utilizing adult learning principles and integrating them into training and technical assistance plans. Keenly aware of the power of language and representation – uses references and examples that speak to the experiences of a diverse audience, with cultural humility and sensitivity, particularly the communities we aim to reach.

**Knowledge and familiarity with REI principles:** Recognizes ways that race and other identities intersect in the work, especially with communities we serve. Comfortable talking about identities such as race, ethnicity, sexual orientation, class, ability, or gender in plain, specific terms. Understands the historical roots of reproductive oppression and abuses, and its present-day implications on sexual and reproductive healthcare. Demonstrates knowledge of health disparities and social determinants of health, inclusive of sexual and reproductive health issues, and issues throughout the lifespan, across impacted communities.

**Creative, innovative, resourceful, and efficient:** Experience in taking a concept from idea to implementation. Consistently overcomes challenges and leverages resources to creatively solve problems. Proposes solutions to issues without much guidance (but isn't afraid to ask

questions). Flexible and open to changing priorities and managing multiple tasks effectively within a compressed time frame.

**Detail-oriented and highly organized:** Experience in managing a high volume of work with efficiency for keeping tasks from slipping through the cracks. Able to juggle competing demands and prioritizing without sacrificing quality. Plans backwards to make deadlines. Notices and fixes errors that others may overlook.

**Relationship builder:** Must be able to build authentic relationships across lines of difference, such as race, ethnicity, sexual orientation, class, ability, gender identity, citizenship status, or other identities. Strong communicator that can easily translate complex issues along with a strong ability to give feedback and hold health centers accountable to goals.

The following are plusses, but are not requirements:

- Experience with provision of sexual and reproductive health services and/or public health, and/or management of sexual and reproductive health programs.
- Experience with providing client-centered contraceptive counseling.
- Possession of Basic Life Support (BLS) certification by the American Heart Association or the American Red Cross.
- Experience with grant management.

## WHAT ELSE YOU SHOULD KNOW

<b>Position Title:</b>	Clinical Manager
<b>Department/Team:</b>	Clinical/Service Delivery Team
<b>Reports to Position:</b>	Clinical Director
<b>*FLSA Classification:</b>	Exempt
<b>Salary Range:</b>	\$58,000 - \$67,000

*\*FLSA - Fair Labor Standards Act: Exempt or Non-Exempt*

### Work Environment

- MFHC is a fast-paced organization that operates in a challenging external environment.
- MFHC values equity, autonomy, compassion, collaboration, inspiration, and diversity.
- Prolonged periods of sitting at a desk and working on a computer.

### Travel Required

- Possess a valid driver's license to operate a rental vehicle or personal vehicle.

- Periodic travel is required in-state for outreach, trainings, stakeholder meetings, site visits, etc. - approximately three trips per quarter, with potential for 1-2 out of state trainings per year. All travel may require overnight.

### **Location and Schedule**

- May perform work from the Jefferson City office, or remotely, within the state of Missouri, or cities contiguous to MO. If working remotely, an in-home, dedicated work space, is suggested.
- General office hours are 8:00 am – 5:00 pm, Monday – Friday, with **significant flexibility** to manage schedule as needed and/or create alternative schedule. Some evening/weekend hours may be required.

### **Benefits**

- Unlimited PTO (includes sick time and paid parental, family, and medical leave).
- 100% paid employee coverage for health, vision, dental, life, and long-term disability insurance; 50% - 100% paid dependent coverage for health insurance based on plan.
- 10 paid holidays, employee's birthday, and paid office closure the last two weeks of the year.
- Retirement plan with up to 3% employer match.

### **Work Authorization**

The person assuming this position is required to verify eligibility to legally work in the United States.

### **EEO Statement**

MFHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type on the basis of sex, color, race, religion, national origin, age, physical or mental disability, sexual orientation, citizenship, veteran's status, political affiliation, marital status, gender identity, number of pregnancies, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, leaves of absence, compensation and training.

## **HOW YOU CAN APPLY**

To apply, please **complete the [online application](#) by 5:00 PM, May 31, 2023**. MFHC will only consider candidates who complete the online application, which includes submission of a resume and cover letter that addresses the following questions or points:

- How do you define reproductive justice? Why is it important?
- What exposure or experience do you have with sexual and reproductive healthcare? (If applicable.)
- Briefly describe any experience you have with Quality Improvement/Quality Assurance, specifically around clinical measures in your practice.
- What training have you provided as part of your career as a registered nurse?
- Describe your experience with electronic health records and/or systems.

Compensation is commensurate with experience and education. All resumes will be treated as confidential. No phone calls please.

### **About MFHC**

We are a private nonprofit organization that champions access for every individual to culturally sensitive, quality, sexual and reproductive health education and services. Our mission is achieved in two primary ways: through advocacy to break down systemic policy barriers which decrease health equity and impede access to services; and improving quality services through programming. MFHC is resolute in supporting a diverse, multicultural, and inclusive staff. We seek talented individuals who are committed to this work and our [guiding principles and values](#). For more information on MFHC, please visit [www.MFHC.org](http://www.MFHC.org).