

Page 1
**The University of Minnesota
Community-University Health Care Center
Executive Director**

The Organization:

The Community-University Health Care Center (CUHCC) is an FQHC community-based health center that provides primary, comprehensive, and episodic health care for the residents of south Minneapolis and surrounding Twin Cities areas. Services are provided through the center's medical, dental, and mental health clinics, where more than 9,000 patients are seen for more than 44,000 visits each year. The clinics serve a racially heterogeneous and primarily lower socio-economic, uninsured and underinsured clientele.

The center has a total operating budget of approximately \$12 million, half of which comes from external grants and contracts, and a staff of about 150. The center is part of the University of Minnesota's Academic Health Center and also serves as a clinical training site for programs of the Academic Health Center and the University of Minnesota.

Position Summary:

The Executive Director is responsible for the overall direction and management of CUHCC: its clinical, educational, and research programs; its finances; and its administrative activities. The Executive Director is responsible for leading and directing the center in achieving its mission and its strategic, operational, and financial goals. A key element of this position is managing a community clinic that is part of a comprehensive academic health center and that meets the mission, regulatory and funding requirements specific to federally qualified health centers. The Executive Director serves at the complex intersection of health care delivery, public services, health professional education, and academic health center administration.

Essential Duties and Responsibilities:

1. **Leadership**: Build a strong system of health care delivery that meets the needs of patients.
 - Demonstrate effective leadership and commitment to organizational vision
 - Serve as an ex officio member of the community governing board, provide staff support, and assist the board in carrying out its responsibilities
 - Provide information, make recommendations and facilitate board decision-making
 - Ensure that CUHCC's philosophy governs all its activities and the mission is implemented through all its programs
 - Emphasize quality and continuous organizational improvement throughout the organization
 - Build systems thinking and learning capacity to quickly respond to a constantly changing environment
 - Build and manage strong, high performance teams
 - Promote the image and visibility of CUHCC within the community
 - Actively demonstrate leadership and professional development.
2. **Planning**: Establish and oversee a structure and processes for developing, implementing and measuring strategic, tactical, and operational plans.
 - Utilize strategic thinking to expand and adapt to meet the needs of the community and CUHCC's patients

- Recognize and develop responses to organizational challenges
 - Scan and assess the environment and develop service and business opportunities
 - Effectively position CUHCC to identify and deliver on opportunities for needed services
 - Create an environment for collaborative, cooperative planning that is value-based and adds value for those who utilize CUHCC programs.
3. **Clinical Program Development and Management:** Establish, direct, and oversee the development and management of high quality clinical services that meet the needs of CUHCC's patients.
- Oversee the delivery of the center's medical, dental, and mental health programs
 - Oversee compliance with federal/state laws and established standards of care
 - Build strong, positive relationships with the patients and communities CUHCC serves
 - Oversee new program development, implementation, and evaluation
 - Represent CUHCC in the community; work collaboratively with other community agencies and organizations to develop programs that support CUHCC's mission.
4. **Clinical Education and Research:**
- Build strong, positive relationships with the University's Academic Health Center, its schools, departments, faculty, and students
 - Collaborate with the University's Academic Health Center in providing a top quality clinical site for the training of health professional students and residents
 - Collaborate with the University's Academic Health Center in the conduct of research to improve health outcomes for CUHCC patients. Ensure that the research complies with federal, state, University, and center policies and that it meets the needs of CUHCC and the broader community.
5. **Communications:** Establish the climate, structure, and processes needed for the effective exchange of strategic, tactical, and operational information, both internally and externally.
- Ensure understanding of the organization's mission, vision, goals and strategies
 - Articulate the value and impact of CUHCC programs in public and personal communications.
6. **Financial management:** Establish a financial structure and processes that effectively support the business strategies and operational needs of CUHCC.
- Ensure financial viability and stability for CUHCC
 - Seek and develop funding opportunities for supporting the work of CUHCC
 - Assure that various funding requirements are met and reports submitted as required
 - Understand and pursue potential grant opportunities.
7. **Operations management:** Establish the structure and processes that effectively support the operational goals of CUHCC.
- Provide overall direction, coordination, and evaluation of the clinic
 - Promote quality and service excellence for patients and clinical staff
 - Assist in the development and implementation of short- and long-range plans to enhance operating efficiency and bottom line accountability.

8. **Information management:** Establish the structure and processes that ensure the availability of data and information for strategic, tactical, and operational decision-making.
 - Ensure that the information necessary for planning and implementing business strategies and fulfilling reporting requirements is available, reliable and timely
 - Ensure the integrity of information to better understand the business and business opportunities.
9. **Human resources management:** Establish the structure and processes that ensure the staff's ability to successfully carry out required work.
 - Create a team-oriented work climate of collaboration and cooperation
 - Set and implement sound personnel policies
 - Maintain a climate that attracts, keeps and motivates top quality staff at all levels
 - Assure the orientation, development, and ongoing review of staff performance.

Reporting and Working Relationships:

The Executive Director is selected by the center's community governing board and reports to the board and the University's Senior Vice President for Health Sciences. The Executive Director supervises a management team comprised of the clinical director, who oversees the center's medical, dental, and mental health programs; an operations director; a finance director, and a director responsible for communications, community relations, development, and fund raising.

Terms of Employment:

The position is a full-time annually renewable administrative position at the University of Minnesota.

Required Qualifications:

- Master's degree in health care, public or business administration and/or a terminal health professional degree
- Extensive experience managing a large, complex community-based health care clinic
- Outstanding leadership and interpersonal skills
- Proven ability to work with diverse communities

Desired Qualifications:

- Extensive experience managing FQHC clinics and publicly-funded clinical programs
- Extensive experience managing medical, dental and mental health clinical programs
- Demonstrated success working with a community governing board and building strong relationships with the community
- Management experience in an academic health center
- Demonstrated success working with health professional education, training and research programs and in developing top quality clinical training and research sites for health professional students, residents, and faculty
- Demonstrated ability to build and manage teams
- Demonstrated ability to lead major change efforts
- Significant fundraising and development experience
- Demonstrated analytical and problem solving skills
- Superior written and verbal communications skills