



OPERATIONS DIRECTOR

Responsible for maintaining a welcoming and high-functioning clinic environment and oversees all day to day office and facility operations. They will work closely with the Clinic Operations Supervisors in Boulder and Longmont to assure consistency at both clinic locations.

Hours: 40hrs | Compensation: \$60,000 - \$65,000 per annum | Start Date: ASAP

PRIMARY RESPONSIBILITIES:

SITE MANAGEMENT

- Maintain a smooth functioning operations team through oversight and planning.
- Communicate with staff at both locations to share updates and assure consistency.
- Attend day-to-day facility needs and repairs.
- Coordinate maintenance and major projects with Clinic Operations Supervisors and Finance Director.
- Maintain a list of facility maintenance vendors in the event that repairs or routine maintenance is needed and coordinate.
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STAFF SUPERVISION

- Hire, train and supervise Boulder and Longmont Operations Supervisors and Patient Advocates.
- Oversee and assure smooth operational functioning at both clinic sites.
- Collaborate with the Clinical Director on agendas and facilitate Gyn and CA Staff meetings.
- Lead Supervisors Meetings to educate on best practices in supervision, overall clinic strategies and problem solve.
- Oversee and support Operations Supervisors in hiring Patient Services Assistants (PSA) and foster a positive, team-centered environment. Stay informed of potential hiring needs.
- Perform and document monthly check-ins and yearly performance evaluations of Operations Supervisors and Patient Advocates.
- Review and process timesheets, time off requests and sick calls.
- Alert the Business Office of any changes to schedules.

NEXTGEN PRACTICE MANAGEMENT (EPM) SOFTWARE

- Become qualified as a NextGen Superuser
- Provide support and training to staff for NextGen EPM applications.
- Create clinic schedules, maintain file management, create and update procedure libraries, pricing and slides in NextGen EPM.
- Along with other Superusers, attend trainings and provide education to staff as workflow changes are implemented.



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IT SUPPORT

- Collect and provide data from EPM for a variety of purposes including Quality Assurance, compliance, grant reporting and qualification for incentive programs.

PROVIDER CREDENTIALING

- Credential and Revalidate providers with Medicaid and Medicare as needed. Coordinate hospital reappointment.
- Participate with outside vendor for new provider credentialing.
- Assure that documents needed for credentialing are kept up to date and available.

HIPAA PRIVACY OFFICER

- Responsible for the continuous management of information, security policies, procedures and technical systems to assure confidentiality, integrity and availability of all organizational information systems.
- Responsible for assuring that all new employees, volunteers and staff receive HIPAA training prior to beginning their service.

QUALIFIED APPLICANTS WILL DEMONSTRATE:

- Strong commitment to reproductive freedom, and an ability to demonstrate knowledge and passion for social justice.
- Strong work ethic and a proactive, self-directed work style.
- Bachelor's degree in a related field or combination of High School degree and significant related experience.
- Intermediate to high level ability with Word, Excel, Outlook and other required software programs.
- Experience and knowledge of Electronic Practice Management software.
- Previous supervisory experience and knowledge.
- Ability to read, analyze and interpret technical procedures/reports/documents, or governmental regulations including HIPAA regulations.
- Experience reporting quality outcomes for various incentive and funding programs

PREFERRED CANDIDATES WILL:

- Have at least one-year experience working in a reproductive and sexual healthcare setting.
- Strong ability to prioritize and manage multiple projects simultaneously.
- Highly preferred to have knowledge of the NextGen EPM software.



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incentive programs.

- Previous experience in compliance with governmental program implementation and oversight, such as the Title X and

WHY WOMEN'S HEALTH?

- ✓ We make a real impact for those we serve. As the first abortion provider to open in Colorado, we remain innovative and locally focused, honoring the legacy of our founders. We aim to create access for those who need it the most by breaking down barriers that exist in our community.
- ✓ We support each other. The culture at Women's Health is built around trust, collaboration, and respect. Diverse backgrounds, experiences and viewpoints are celebrated and valued here. Our approximately 40 staff members are driven by their personal passion for our cause, and come together to build strong, effective programs.
- ✓ Our benefits package for full-time employees includes paid holidays, paid time off (vacation + sick), medical coverage, a 403b retirement plan, and an Eco-Pass.

The Mission of Boulder Valley Women's Health Center is to provide accessible, confidential and comprehensive gynecological and reproductive healthcare, including sexual health services and education. We envision a healthy community of people empowered to make informed choices about their sexual health and well-being.

TO APPLY: Please submit resume and letter of interest electronically (.pdf or Word) to grace@bvwhc.org Applications without both a letter of interest or resume will not be considered—NO phone calls, please.