



Clinic Director

Hours: 40 hours per week *

Compensation: \$75,000 to \$85,000 per year

* Hours will include core clinic hours (Monday to Thursday, 9 am to 4 pm), with flexibility regarding remainder of schedule.

The Virginia Telemental Health Initiative (VTMHI), a first-of-its-kind statewide virtual free mental health clinic, seeks a strategic leader and operations optimizer to serve as its Clinic Director. Reporting to the Executive Director, the VTMHI Clinic Director is part of the leadership team and is responsible for the efficient and caring operation of VTMHI's core service areas – patient care coordination, volunteer management, and referral relationships. *The Clinic Director is the free clinic's "practice administrator" and orchestrates each service line working in concert with each other and in advancement of the VTMHI mission.*

Applicants who desire to serve as both an operational and clinical leader are invited to apply for consideration to manage both organizational roles. Please visit <https://virginatelementalhealth.org/join-our-team/> for more information regarding open clinical leadership opportunities.

Responsibilities and Duties

- Serves as the operations lead for the VTMHI clinic and is responsible for all of the administrative aspects of operations that support seamless connections between our providers and patients
- Serves as a member of the leadership team
- With the leadership team, responsible for comprehensive operational planning and continuous improvement to achieve operational excellence in the delivery of virtual mental health care
- Manages fulfillment of operational goals and objectives as defined by leadership, contractual obligations, and provider and patient feedback
- Leads operational teams, including supervision of several staff, in delivering on the strategic objectives of VTMHI including:
 - Patient referral, scheduling, and administrative aspects of care delivery
 - Free clinic referral, support, and administrative aspects of responding to referrals
 - Provider/volunteer recruitment, onboarding, ongoing support, and offboarding
- Promotes and directs a cross-functional team that is patient-centered, culturally-sensitive, and invested in the VTMHI mission
- Monitors and optimizes day-to-day operations
- Ensures compliance with applicable laws, regulations, standards, and internal policies and procedures
- Develops and maintains collaborative relationships with external stakeholders
- Other duties as assigned and that enhance VTMHI workflows and processes

Competencies

- Excellent written and verbal communication skills; experience in providing training/presentations
- Strong problem-solving/decision-making skills and ability to operationalize policies and strategic tasks

- Enjoys seeing challenges as an opportunity for improvement, and supporting a team through process improvement and change management
- Excellent organization skills and attention to detail and ability to delegate tasks as needed
- Ability to receive and provide feedback and constructive criticism well; ability to resolve conflicts
- Willingness to work collaboratively as part of and support a virtual team
- Computer proficiency, including utilization of electronic health records and telehealth platforms
- Demonstrated knowledge and sensitivity related to interacting effectively with diverse individuals and groups

Qualifications

- Master's degree in Health Care Administration, Mental Health, Nursing, or Related Field
- 5+ years of health care management experience, including staff supervision
- Proven track record as a leader and administrator
- Commitment to the mission and vision of the VTMHI
- Ability to work and lead successfully in a virtual environment
- Familiarity with free and charitable clinics and/or the medically underserved a plus

How to Apply / Requirements

- Email Resume and Cover Letter with the subject line "Clinic Director" to Tom Anesta, VTN/VTMHI Operations Manager, at tom@ehealthvirginia.org.
- This is a fully remote position, but applicants must reside in Virginia to be considered.
- Priority review will be given to applications submitted before August 16, 2024.

About VTMHI

The Virginia Telemental Health Initiative (VTMHI) aims to expand access to mental health services for un- and under-insured individuals across the Commonwealth by working together with Virginia's free and charitable clinics and pre-licensed mental health providers in the process of completing licensure.

To help accelerate licensure, VTMHI matches pre-licensed behavioral and mental health professionals with clinical supervisors to achieve needed client contact hours while providing pro-bono support in free and charitable clinics – a win-win-win for patients, providers-in-training and clinics! In addition, a robust curriculum of training and educational resources regarding telehealth will be available at no cost to help prepare Virginia's future providers to be best equipped to serve the needs of Virginians.

More information about this program can be found at www.virginiatelementalhealth.org.