

## Rhode Island Health Center Association

**Position Title:** Clinical Support Manager  
**Reports To:** Chief Operating Officer  
**Review Type:** Annual

**Hours:** 35/week  
**FLSA:** Exempt

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**Overview:** The Clinical Support Manager provides central leadership, direction and administration for the clinically focused programs and projects for the Rhode Island Health Center Association (RIHCA).

### **Duties:**

- Provide information and technical assistance on clinical issues, protocols and procedures and quality improvement models to community health center (CHC) and other safety net organizations
- Serve as liaison to the Health Resources and Services Administration (HRSA) and the RI Department of Health (DOH) in supporting the work of the health centers related to national and state healthcare-related initiatives and other projects as they become available
- Oversee development of training opportunities for CHCs and safety net staff on clinical and operational topics as funding permits
- Oversee RIHCA's application process to obtain continuing medical education (CME) credits for trainings and technical assistance-related events
- Grant writing/report writing as needed
- Administrative support for the Association's oral health efforts, i.e., DentaQuest relationship and any other oral health-related grant activity
- Organize logistics related to RIHCA-sponsored training opportunities for CHCs and safety net staff on clinical and operational topics
- Create and maintain positive relationships with key external partners, i.e., community based organizations, state agencies/departments
- Enhance the role of the PCA through representation on statewide clinically-focused coalitions, workgroups, etc., as assigned by the CEO or COO
- Moderate physical activity: sitting, standing, and walking. Travel to health centers and other sites within the state
- Other duties as assigned

### **Key Qualifications:**

- Professional clinical license (RN minimum)
- 4+ years managerial experience in a clinical setting
- Experience in public health policy preferred
- Demonstrated knowledge of state and federal health care programs, including health policy, chronic care management and Medicare/Medicaid programs
- Knowledge and understanding of the mission, goals and structure of community health centers
- Experience facilitating and working within quality management teams

- Excellent oral and written communication skills

**Confidentiality:** Maintains confidentiality of all sensitive and proprietary information