

NOW HIRING

Clinic Operations Director

Full-time, Exempt | Department: Administration | Reports to: Executive Director

About Us

Neighborhood Christian Clinic is a Christian medical, dental, and behavioral health clinic serving the uninsured and underserved in Phoenix. Rooted in our faith, we provide whole-person care to our community, addressing not just physical health but emotional and spiritual well-being as well.

Position Summary

The Clinic Operations Director is responsible for the day-to-day operational leadership of the clinic, ensuring safe, efficient, and compliant delivery of services. This role oversees credentialing, licensing, human resources, information technology, the medication room, and general clinic operations, working closely with clinical and administrative leadership to support high-quality patient care and organizational sustainability.

Key Duties and Responsibilities

Day-to-Day Operations

- Oversee daily clinic operations to ensure smooth patient flow and efficient use of resources.
- Develop, implement, and maintain operational policies and procedures.
- Manage facilities, equipment, and vendor/service contracts.
- Monitor operational budgets and expenses in coordination with finance.
- Serve on the leadership team and contribute to strategic and organizational planning.
- Other duties as assigned.

Health Credentials & Regulatory Compliance

- Oversee provider credentialing and re-credentialing, ensuring timely renewal of licenses, certifications, and malpractice coverage.
- Maintain compliance with applicable federal, state, and local healthcare regulations (e.g., HIPAA, OSHA, ADHS, CLIA).
- Serve as primary liaison with accrediting bodies, licensing boards, and regulatory agencies.
- Maintain accurate, audit-ready credentialing files and compliance documentation.

Human Resources

- Oversee HR functions including recruitment, onboarding, benefits administration, and employee relations.
- Ensure personnel files, employment practices, and policies comply with applicable labor laws.
- Support performance management, staff development, and disciplinary processes.
- Manage staffing levels and scheduling across clinic departments.

Information Technology

- Oversee clinic IT systems, including EHR/EMR platforms, data security, and network infrastructure.
- Ensure HIPAA-compliant data management and cybersecurity practices.
- Manage relationships with IT vendors and ensure timely resolution of technical issues.
- Support staff training on clinic software systems and technology workflows.

Medication Room

- Oversee medication room operations, including inventory management, sample medication protocols, and regulatory compliance.
- Ensure proper storage, security, and documentation of all medications and samples.
- Coordinate with clinical staff and consult the Medical Director on medication policies and procedures.
- Monitor medication procurement, inventory levels, expiration tracking, and vendor/donor relationships.

Qualifications

- Bachelor's degree in healthcare administration, business administration, or a related field required; Master's degree preferred.
- Minimum of 5 years of experience in healthcare operations management, preferably within a clinic or community health setting.
- Working knowledge of healthcare regulations, provider credentialing standards, and medication management compliance requirements.
- Experience overseeing human resources functions and information technology systems in a healthcare environment.
- Strong leadership, organizational, and problem-solving skills, with the ability to manage multiple priorities.
- Proficiency with EHR/EMR systems, Microsoft Office, and standard business software.
- Excellent verbal and written communication skills and the ability to work collaboratively across departments.
- An active, growing personal relationship with Jesus Christ, and a life that reflects Christian character and values.
- Commitment to the clinic's Christian mission and values, with willingness to participate in staff devotional/prayer time.

Physical Requirements

- Ability to work in a clinical office environment; occasional lifting up to 25 lbs.
- Ability to sit, stand, and move throughout the clinic for extended periods.

Compensation & Benefits

- Salary commensurate with experience.
- Complete benefits package.
- Generous PTO.

How to Apply

Please email your resume and cover letter to ashope@tncclinic.org.