2593 Health Program Coordinator III
Recruitment #TPV-2593-058799

Department: Public Health
Analyst: Richard Ng
Date Opened: 3/23/2012 8:00:00 AM
Filing Deadline: 4/13/2012 5:00:00 PM
Salary: $74,412.00 - $90,454.00/year
Job Type: Provisional
Employment Type: Full-Time

INTRODUCTION

APPOINTMENT TYPE: Provisional Appointment or Reassignment.
Permanent and Provisional applicants encouraged to apply. Provisional appointee must be successful in the Civil Service examination for this classification in order to be considered for permanent appointment. Provisional appointments may not exceed three years.

NATURE OF POSITION(S):
The Department of Public Health’s (DPH) Tom Waddell Health Center (TWHC) is accepting applications for one (1) full-time position in class 2593 Health Program Coordinator III to function as the Clinic Administrator.
SHIFT: To be determined. May require some evenings and weekends.

TWHC provides medical, mental health, substance abuse, social work and outreach services to homeless people and other medically under-served individuals primarily in the Tenderloin and contiguous neighborhoods of San Francisco. The patient population includes adults and families with medical and psychosocial issues including homelessness, marginal housing, little or no income, substance use and mental illness. Services are provided at the health center as well as at satellite locations including shelters, community agencies and other sites where our patients live or congregate. Services are offered under Health Care for the Homeless and Harm Reduction models. Specialty services include comprehensive HIV prevention and care, Office Based Opiate Addiction Treatment, Transgender Care and dental services.

ESSENTIAL DUTIES:
Under the general direction of the Medical Director, the Clinic Administrator oversees the management of the health center. The essential duties include:

- Participates, as part of the administrative team, in oversight of all aspects of health center activities;
- Oversees processes to design, produce, distribute and deliver client services;
- Implements and executes strategic priorities of Medical Director and DPH;
- Supports organizational strategic priorities to deliver high quality, culturally competent and mission driven medical and psychosocial services;
- Plays key role in implementing health care reform initiatives such as integration of services and electronic health records;
- Oversees management of health center grants, MOUs and San Francisco Public Health Foundation accounts;
- Coordinates and tracks all Human Resources activities (hiring, discipline, required trainings, workers compensation) with supervisors, including documentation;
- Coordinates, revises, creates, implements and tracks health center policies and procedures;
- Oversees the production and management of health center level data (e.g., utilization, quality, personnel, budget, use of comp time and overtime) and information (e.g., scope of services, staff contact list);
- Develops and manages support and educational activities for staff in consultation with supervisors, including tracking and documentation;
- Tracks licensing and other practice requirements;
- Oversees facilities, equipment, and supplies (with Nurse Manager and Principal Clerk);
- Assists with tracking and investigating unusual occurrences;
- Acts as liaison to SF Sherriff’s Department to ensure safety processes;
- Chairs Health Center Safety Committee;
- Manages patient concerns;
- Facilitates administrative team meetings;
- Supervises Administrative Analyst, Principal Clerk and other staff as assigned;
- Manages volunteer program and research activities;
- Tracks student/resident rotations with supervisors;
- Oversees day to day health center activities to ensure the operation is running efficiently;
- Acts proactively and intercedes in a timely manner when necessary to ensure continuity of clinic operations;
- Performs other related duties as assigned/required.

NOTES

PROMOTIVE LINES
To: 2246 Assistant Director of Clinical Services I From: Health Program Coordinator II
Original Entrance Examination
ORIGINATION DATE: December 18, 1972
AMENDED DATE: July 16, 2008

MINIMUM QUALIFICATIONS

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. Three (3) years of administrative or management experience with primary responsibility for overseeing, monitoring or coordinating a program providing health care services.

Substitution: Additional experience as required above may be substituted for the educational requirement on a year-for-year basis.

DESIRED QUALIFICATIONS:

- Flexibility in adapting to changing duties, programs, procedures, work schedules.
- Training or experience with Health Care for the Homeless and/or working in a multidisciplinary setting, including at least six (6) months working in a health care facility.
• Experience or desire to work with low income and homeless clients in an inner city setting, who have multiple chronic problems including medical, mental health, substance use, and psychosocial problems.
• Experience with or sensitivity to sexual orientation and gender minorities.
• Bilingual preferred (Spanish speaking).
• Ability to use word-processing, spreadsheet, and database software.
• Excellent written and verbal communication.
• Excellent communication and critical thinking skills to effectively plan, problem solve, and resolve conflicts.
• Skill and experience in interdisciplinary collaboration.
• Knowledge and practice of a patient centered philosophy, which supports the autonomy, dignity, and rights of patients and demonstrates excellent customer services skills.

HOW TO APPLY

City and County of San Francisco employment applications may be filed online only. This recruitment may close at any time when sufficient numbers of applications have been received. Visit www.jobaps.com/sf to begin the application process by registering an account.

• Click and select the desired job announcement
• Click on “Apply” and read and acknowledge the information
• Click on “I am a New User” or “I have Registered Previously”
• Follow instructions given on the screen

If you have any questions regarding this recruitment, please contact:
Joseph Pace, MD
Director of Primary Care Homeless Services
Phone: 415-355-7545 or Email: Joseph.Pace@sfdph.org

Computer kiosks are located in the lobby of the Department of Human Resources, 1 South Van Ness Avenue, 4th Floor, San Francisco, for use by the public. The hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

VERIFICATION(S):
Verification of education, certification/training and/or qualifying experience may be required prior to appointment. When requested:

Verification (proof) of education, licensure and/or certification, must be submitted. Applicants must submit a photocopy of their degree and/or transcript from an accredited college as proof of qualifying education. Failure to submit the required verification of education when requested may result in ineligibility for the recruitment.

Verification of all experience must be on the employer's letterhead indicating the name of the applicant, job title, duties, hours per week with dates of service and must be signed by the supervisor or an appropriate representative. City employees do not need to submit verification of qualifying City work experience if experience gained is from the class which appointed. Credit for experience obtained outside of the employee's class will only be allowed if recorded in accordance with the provisions of Civil Service Commission Rules. City employees relying upon qualifying work experience gained outside the City and County of San Francisco must submit written verification of such experience as described above. Verification of experience may be waived if impossible to obtain. Waiver requests will be considered on a case-by-case basis. The applicant must submit a signed statement with the application explaining why verification cannot be obtained. Failure to submit the required verification or request for a waiver in a timely manner may result in rejection of the application.

SELECTION PROCEDURES

The selection process will include evaluation of applications in relation to minimum requirements. Depending on the number of applicants, the Department may establish and implement additional screening mechanisms to comparatively evaluate qualifications of candidates. If this becomes necessary, only those applicants whose qualifications most closely meet the needs of the Department will be invited for an interview.
Applicants meeting the minimum requirements are not guaranteed advancement in the selection process.

NOTES:
1. Applicants are encouraged to keep copies of all documents submitted. The hiring department may require applicants to submit the same documents and/or additional documents at a later date.
2. Prior to appointment, at the Department's expense, applicants may be required to take a TB screening test, and a medical examination.
3. Remember to indicate: “Attn: Class 2593 JP1” on all correspondence.
4. Ensure your application and any attachments to the application submitted at the time of filing are complete and accurate and include details on all experience, education, training and other information that qualifies you for this recruitment. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment or inability to receive full credit for scoring purposes. Any new information concerning work experience, education, training and other information that is submitted after the filing deadline may not be used for scoring or considered to determine whether you meet the minimum qualifications.
5. Applicants with disabilities requiring reasonable accommodation for this process must contact the analyst by phone (415) 206-8627 (voice) or, if hearing-impaired, (415) 557-4810 (TDD), or in writing (specify Class number and Title, DPH) at the address listed above as soon as possible.

The Department of Public Health is an Equal Opportunity Employer
Women, Minorities, and Persons with Disabilities are encouraged to apply

Issued: MARCH 23, 2012
Announcement No.: TPV-2593-058799
DEPARTMENT OF PUBLIC HEALTH
Team DPH/RN (415) 206-8627 (1110535/P210014)

DISASTER SERVICE WORKERS

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

BENEFITS

All employees hired on or after January 10, 2009 will be required (pursuant to San Francisco Charter Section A8.432) to contribute 2% of pre-tax compensation to fund retiree healthcare. In addition, most employees are required to make a member contribution towards retirement, typically a 7.5% of compensation. For more information on these provisions, please contact the personnel office of the hiring agency.

For more information about benefits, please click here.

Click on the link below to apply:

Fill out the Application
NOW using the Internet.

Contact us via conventional means. You may contact us by phone at (415) 557-4800, or apply for a job in person at the Department of Human Resources.