



Employee Job Description		
Position Title: Health and Human Services Director		
Position ID #		
Facility: St. Croix Tribal Health Clinic		
Job Family: Health and Human Services	Comp Grade: DOQ	Status: FT

**St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.**

**Position Summary:**

This position reports to the Tribal Administrator and is responsible for administering and supervising all aspects of the day-to-day operations and management of the Health and Human Services Programs/Departments/Clinic.

**Essential Functions:**

The Health and Human Services Director administers the health programs of Health and Human Services. This position oversees clinical governance activities as well as patient care services. Essential functions include supervising staff and patient progress, maintaining regulatory compliance within the facility, managing the training of staff members and administering budget and grant funding. The Health and Human Services Director has the responsibility to direct, organize and evaluate various policies and procedures in the organization.

**(Job Title) Job Duties:**

- Establish and maintain effective working relationships between staff, departments, Tribal Community, County, State, Federal and Local agencies to address business and issues relevant to improving health and wellbeing of St. Croix Community Members
- Provide direct supervisory oversight of assigned personnel as well as guidance and direction to staff in assigned areas. Skill in effective personnel management that is

unbiased, team-building, motivating teams, mediation/negotiation and conflict resolution

- Develop and/or revise as appropriate administrative and program policies, contractual agreements, statutory and regulations included and prepare budgets for approval by Tribal Council and submit to grantors
- Develop and recommend short-term and long-term objectives and strategic planning for health programs and services and improvement with collaborative partners and internally for identified health and wellness needs for optimal delivery of services
- Prepares professionally written reports on departmental activities and statistical data for Tribal Council and submit to grantors
- Serve as a liaison and representative for St. Croix on health and human service matters at community, Inter-Tribal, County, State, Federal and private hospitals and clinic meetings and events to implement processes in the best interest of St. Croix with positive interactions and results
- Organize information and be able to plan multiple tasks and projects with good communication with participants, community, grantors and Tribal Council
- Administer and manage budgets within compliance guidelines for healthcare and human service funds including grants and contracts
- Maintains compliance with State, Federal and Tribal entities through timely submission of reports, applications and other necessary correspondence
- Evaluates the efficacy of existing programs and services for improvement and priority areas. Recommends and oversees implementation of changes
- Provide talking points, synopsis and outlines for leadership presentations on health and human service topics at speaking events
- Analyze complex problems and situations and proposes quick, effective and reasonable courses of actions and communicates those responses to all participants in the situation as well as documents resolve
- Manage and direct staff related to contact health services and contracted services for hospital care, specialty care, eye care and pharmacy care through grants and third party resources
- Oversee effective revenue cycle system through business office procedures for coding, billing and the A/R system to maximize on third party resources and grant disbursements with optimal results for community
- Ensure the provision of preventative health services as an integral component of the overall health care program consistent with Tribal objectives for health and wellness promotion and disease control

- Maintain open and transparent communication with Tribal Council for day-to-day operations, personnel management and strategic planning via verbal, electronic and text message as pertinent to inform and be informed as appropriate
- Any other duties assigned by supervisor

**Note:** The essential functions are intended to describe the general contents of and requirements of this position and are not intended to an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

**Type of Supervisory Responsibilities:** Direct and Indirect Supervisory Responsibilities

**Supervisory Responsibilities:** Position requires direct oversight of managers and indirect oversight of most employees. Position is ultimately responsible for the integrity of all programs within the facility.

**Directly Reporting to:** St. Croix Tribal Council

**Matrix of INDIRECT Reporting:** St. Croix Tribal Council

**Scope and Complexity:**

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices.

**Physical Demands/Environment Factors:**

- Requires extensive sitting with periodic standing and walking.
- May be required to lift up to 50 pounds.
- Requires significant use of personal computer, phone and general office equipment.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone.
- May require off-site travel.

**Minimum Qualifications**

- Minimum Bachelor in related Medical and/or Administration with at least (3) years of management and supervisory experience in Health Care, Business, Public Health or Social Services
- Understanding of clinical policies and various procedures

- Ability to establish and maintain a cordial working relationship with patients and medical staff
- Competent in time management
- Leadership abilities to engage staff and be a positive role model
- Requires excellent conflict resolution skills
- Risk management abilities
- An effective communicator with strong oral, written and persuasive skills and capability to interact with people at all levels internal and external to organization
- Three (3) years' experience in data collection, policy analysis, development and implementation
- Knowledge of Federal and State laws and requirements relating to healthcare management and HIPAA
- Proficient in computer operation, experience with electronic health records and role in contemporary health service delivery, human service records and in using Microsoft suite of office programs
- Passionate about customer service with strong problem solving skills focused on identifying and putting in place solutions for customers and agency professionally
- Able to demonstrate proficiency in grant and program administration in line with Federal regulations and understanding of regulations
- Ability to work varied hours or weekends when necessary to accomplish supervisory role and goals of health and human services

**Preferred Qualifications:**

- Master's Degree in Life Sciences, Medical Administration or Medical Sciences with 3 years of administrative experience
- Proven track record of working towards and exceeding metrics strongly preferred

*Native American Preference Given in Accordance with P.L. 93-638 and Amendments*

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EEPID	Employee Printed Name	Employee Signature	Date
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Supervisor Printed Name	Supervisor Signature	Date
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\*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.