



<b>Employee Job Description</b>		
<b>Position Title: Health and Human Services Director</b>		
<b>Position ID #</b>		
<b>Facility: St. Croix Tribal Health Clinic</b>		
<b>Job Family: Health and Human Services</b>	<b>Comp Grade: DOQ (Salaried)</b>	<b>Status: FT</b>

**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, excellence-focused and results-oriented manner.**

**Position Summary:**

This position 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 and oversees all programs within St. Croix Tribal Health and Human Services (HHS). This position requires management of clinical governance activities as well as patient care services. Essential functions include staff supervision, maintenance of regulatory compliance within HHS, administration of budget and grant funding, and development of reports as required by governing or regulatory bodies.

**HHS Director Job Duties:**

- Actively promote and represent the St. Croix Chippewa Indians of Wisconsin and the St. Croix Tribal Health Clinic while building and maintaining effective working relationships with the Tribal Community and agencies at the Local, County, State, and Federal levels in the interest of the health and well-being of St. Croix members;
- Conduct regular collaborative meetings with HHS leadership team to provide and elicit direction on project management, quality improvement, and compliance monitoring;
- Develop and recommend short-term and long-term objectives and strategic planning for new or improved services informed by communication from patients, clients, staff, or collection/analysis of available health data;

- Serve as a liaison and representative for St. Croix on health and human services matters at community, Inter-Tribal, County, State, Federal and private hospitals and clinic meetings and events. Provide discussion topics, synopses and outlines for leadership presentations as requested;
- Oversee revenue cycle management and business office procedures for medical coding and billing, accounts receivable, and grants management to maximize utilization of third-party resources;
- Prepare and present professional reports on HHS departmental activities, needs, impact, and financial status for Tribal Council as requested;
- 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;
- Develop, revise, or review as appropriate administrative and program policies and procedures in accordance with all applicable Tribal, State, and Federal regulations;
- Prepare and/or revise contractual agreements, grant proposals and reports, and budgets for approval by Tribal Council and/or Health Board as necessary in accordance with all applicable regulation and grantor requirements;
- Assemble, recruit, train, mentor and develop a high-performing team and conduct regularly scheduled performance evaluations of assigned staff;
- Manage multiple tasks and projects with excellent organization and communication with participants, community, grantors, HHS leadership, and Tribal Council;
- Evaluate the efficacy of existing programs and services for identification and prioritization of areas needing improvement. Recommends and oversees implementation of changes;
- Analyze complex problems and situations and propose quick, effective and reasonable courses of action. Communicate responses to all participants in the situation and document resolution;
- Manage and direct staff as it relates to Purchased Referred Care (formerly Contracted Health Services) for hospital, specialty, medical imaging, optical, and pharmacy care through grants and third-party resources;
- Maintain open and transparent bi-directional communication with Tribal Council regarding day-to-day operations, personnel management and strategic planning via verbal, electronic and text message as needed;
- Promote a work environment for HHS that instills the spirit of quality, teamwork, communication, and accountability;
- Any other duties assigned by supervisor or Tribal Council.

**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:** Tribal Administrator

**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 Bachelors Degree in related Medical area 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;

- Ability to manage and collaborate with personnel in a way that is unbiased, team-building, and motivational;
- Proficient in mediation/negotiation and conflict resolution;
- Ability to utilize risk management practices;
- Effective communication including 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 literacy, experience with electronic health records and role in contemporary health service delivery, human services 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 accordance with all applicable regulations;
- Ability to work varied hours or weekends when necessary to accomplish supervisory role and goals of HHS.

**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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EEOID	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.