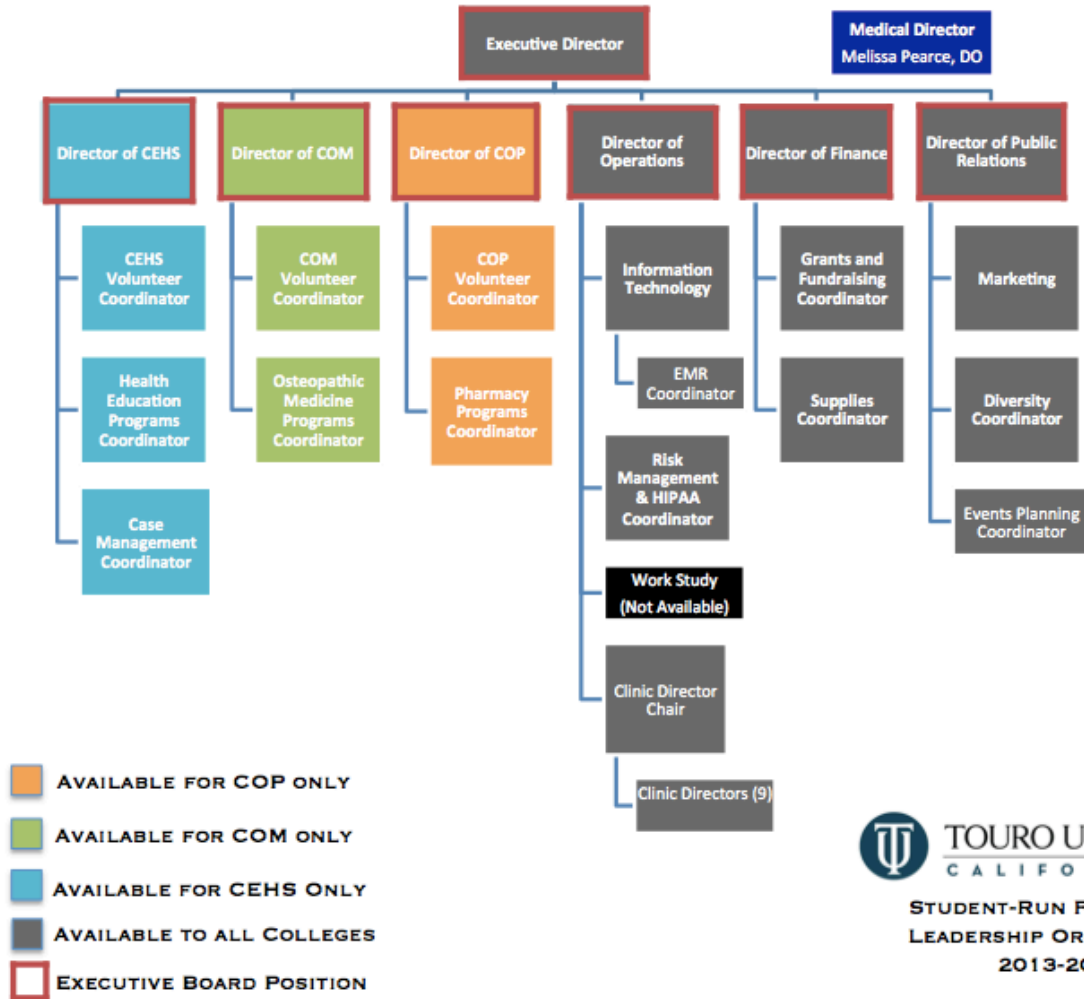


## Student-Run Free Clinic Leadership Organization



# Student-Run Free Clinic Leadership Descriptions

## EXECUTIVE DIRECTOR

### *Application Process:*

- Application consists of a resume and a short essay
- Using a tu.edu email account, submit applications to [leadership@tourofreeclinic.org](mailto:leadership@tourofreeclinic.org) by **November 15<sup>th</sup>**
- Executive Board and Executive Director will interview final candidates **November 19<sup>th</sup> -21<sup>st</sup>**
- candidate notification and school-wide announcement will be made by **November 25<sup>th</sup>**

The Executive Director is the chief executive officer of the SRFC. It is his/her duty to preside at all meetings of the SRFC and of the Directors and to see that all orders and resolutions are carried into effect. He/She shall protect the integrity of the constitution and bylaws and act as the primary liaison between SRFC student leadership and Touro University administration, including the Performance Improvement Committee (PIC). He/She is a nonvoting member of the Executive Board, except in cases of a tie, and shall serve as Executive Director Emeritus for the year following their original term.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues on differing levels, constructive conflict management, effective delegation, organization, and time management.

*Qualifications:* Clinic administration experience required. Management, marketing, public relations, medical and public health experience preferred.

## COLLEGE DIRECTORS

### *Application Process:*

- Application consists of a resume and a short essay
- Using a tu.edu email account, submit applications to [leadership@tourofreeclinic.org](mailto:leadership@tourofreeclinic.org) by **November 15<sup>th</sup>**
- Final candidates will be voted upon by CEHS students only, using Blackboard
- Polls will remain open **December 1<sup>st</sup> – December 4<sup>th</sup>**
- Election results will be announced via email on **December 4<sup>th</sup>**

### **DIRECTOR OF COLLEGE OF EDUCATION AND HEALTH SCIENCES (CEHS)**

Shall direct or perform the duties specific to the CEHS tier and/or prescribed by the Executive Board. He/She shall be responsible for organizing, informing and integrating CEHS into the SRFC.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, organization, time management.

*Qualifications:* Management, public health, medical, and/or clinic administration experience preferred.

### **DIRECTOR OF COLLEGE OF MEDICINE (COM)**

Shall direct or perform the duties specific to the COM tier and/or prescribed by the Executive Board. He/She shall be responsible for organizing, informing and integrating COM into the SRFC.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, organization, time management.

*Qualifications:* Management, public health, medical, and/or clinic administration experience preferred.

### **DIRECTOR OF COLLEGE OF PHARMACY (COP)**

Shall direct or perform the duties specific to the COP tier and/or prescribed by the Executive Board. He/She shall be responsible for organizing, informing and integrating COP into the SRFC.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, organization, time management.

*Qualifications:* Management, public health, pharmacy, and/or clinic administration experience preferred.

## OPERATIONS, FINANCE, COMMUNICATION AND CLINIC DIRECTOR CHAIR

### *Application Process:*

- Application consists of a resume and a short essay
- Using a tu.edu email account, submit applications to [leadership@tourofreeclinic.org](mailto:leadership@tourofreeclinic.org) by **November 15<sup>th</sup>**
- Executive Board and Executive Director will interview final candidates **November 25<sup>th</sup> - 26<sup>th</sup>**
- Candidates will be notified and announcement will be made by **November 30<sup>th</sup>**

### **DIRECTOR OF OPERATIONS**

He/She shall be vested with all the powers of the Executive Director in his/her absence or disability and shall direct or perform other duties as prescribed by the Executive Board and tier organization. Responsible for managing the in-clinic operation and flow as well as the long-term operational vision of the clinic. Shall oversee the implementation of new services and determine student/patient scheduling protocols. Shall manage time studies, clinic layout, and other attempts to improve clinic flow, and work with colleagues to determine the best utilization of clinic space and time to ensure positive patient experiences. Manages tier members, organizes the strategic vision, plans to accommodate patient demand, and incorporates patient and student feedback into clinic operations.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, organization, time management, creation of business plans and needs assessments.

*Qualifications:* Business and/or clinic operations experience required. Public health and management experience preferred.

### **CLINIC DIRECTOR CHAIR**

Serves as a nonvoting member of the Executive Board. Responsible for training, scheduling, and facilitating communication between Clinic Directors in order to optimize and maintain consistent and organized clinic flow. Responsible for maintaining and enforcing compliance with clinical protocol, in conjunction with the Director of Operations.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, constructive conflict management, effective delegation, organization, time management.

*Qualifications:* Clinic operations experience required. Public health and management experience preferred.

## **DIRECTOR OF FINANCE**

Shall direct or perform the duties specific to the finance tier and/or prescribed by the Executive Board and shall have custody of the funds and securities of the SRFC. Responsible for budget development and maintaining full and accurate accounts, receipts, and disbursements in books belonging to the SRFC. The Director of Finance is the sole member of SRFC who may withdraw money from the SRFC account, with the permission of the Medical Director, and this authority is transferred to the Executive Director should an emergency arise. Shall disburse the funds of the SRFC as may be ordered by the Executive Board, taking proper vouchers for such disbursement and shall render to the Executive Board, whenever they require it, an account of all transactions and the financial condition of the SRFC. Shall work with the Supplies Coordinator to manage the purchasing of over the counter medications and medical supplies, with approval of the Medical Director.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels, organization, time management.

*Qualifications:* Clinic operations experience required. Public health, finance, and management experience preferred.

## **DIRECTOR OF COMMUNICATIONS**

Shall direct or perform the duties specific to the communications tier and/or prescribed by the Executive Board. Responsible for drafting written and verbal communications provided by the clinic, including websites, press releases, alumni newsletters, and marketing materials, both external and internal. Shall submit materials to the Executive Board and/or the Executive Director for approval prior to official release to the public and/or Touro University. Shall manage marketing contracts and oversee community outreach events. Shall be responsible for reserving meeting locations, taking minutes at meetings, and having minutes available within 30 days.

*Skills:* Familiarity with various health professions and commitment to interprofessionalism, ability to communicate with colleagues of differing levels and to effectively deliver health care messages to the lay community, proficiency in writing, graphics, and technology, organization, time management.

*Qualifications:* Marketing, public relations, public health, management, and/or clinic administration experience preferred.

## **COMMITTEE CHAIRS**

### *Application Process:*

- Submit applications by **January 2<sup>nd</sup>**
- Application review +/- interviews will be conducted jointly by the incoming and outgoing Executive Boards and Executive Directors
- Candidates will be notified by **January 11<sup>th</sup>**

### **CEHS VOLUNTEER COORDINATOR**

Responsible for recruiting MSPAS, MPH, and COE students to work at the clinic and ensuring that students are trained and knowledgeable about their responsibilities while attending the clinic. Shall act as the primary scheduler of CEHS students and preceptors and is responsible for relaying pertinent information and announcements to volunteers attending clinic.

### **HEALTH EDUCATION PROGRAMS COORDINATOR**

Responsible for finding new ways to involve public health and education students in clinic activities and coordinating health education programs. Shall work jointly with the Osteopathic Medicine Programs Coordinator to research, develop, and implement medical programs and plans to provide free or low cost laboratory services.

### **COM VOLUNTEER COORDINATOR**

Responsible for recruiting COM students to work at the clinic and ensuring that students are trained and knowledgeable about their responsibilities while attending the clinic. Shall act as the primary scheduler of COM students, OMM fellows, and preceptors, and is responsible for relaying pertinent information and announcements to volunteers attending clinic.

### **OSTEOPATHIC MEDICINE PROGRAMS COORDINATOR**

Responsible for coordinating all OMM programs. Shall work jointly with the Health Education Programs Coordinator to research, develop, and implement medical programs and plans to provide free or low cost laboratory services.

### **COP VOLUNTEER COORDINATOR**

Responsible for recruiting COP students to work at the clinic and ensuring that students are trained and knowledgeable about their responsibilities while attending the clinic. Shall act as the primary scheduler of COP students and preceptors and is responsible for relaying pertinent information and announcements to volunteers attending clinic.

### **PHARMACY PROGRAMS COORDINATOR**

Responsible for finding new ways to involve pharmacy students in clinic activities and developing and coordinating the medication review and Medicare part D sign up programs. Shall research and develop plans to provide free or low cost prescription drugs.

## **INFORMATION TECHNOLOGY**

Responsible for maintaining, updating and researching new ways to utilize the clinic website. Responsible for maintaining the inventory of electronic devices owned by the clinic, and keeping a regular maintenance schedule for all electronic devices. Shall maintain the technical aspects of the Ask, Know, Empower (AKE) training and orientation program.

## **EMR COORDINATOR**

Responsible for maintaining, updating and researching new ways to utilize the electronic medical records (EMR) system.

## **RISK MANAGEMENT & HIPAA COORDINATOR**

Responsible for assessing risk possibilities at the clinic and creating protocols to avoid and ameliorate potential risk scenarios. The Coordinator will obtain legal advice regarding scenario management and documentation to ensure the clinic follows all legal guidelines. Responsibilities include ensuring HIPAA compliance of all students through AKE, training students to use electronic medical records (EMR), and conducting periodic chart audits.

## **FEDERALLY FUNDED WORK STUDY POSITIONS** (Not available - Selected by Director of Operations)

- SRFC front desk (1-3)
- SRFC phone receptionist (1)

## **CLINIC DIRECTORS**

Responsible for directing the clinic layout and flow, running the daily volunteer training, holding an opening circle, managing all on site volunteers, and resolving any problems during the clinic. The Clinic Directors must possess strong leadership abilities and be focused on creating the best possible patient experience. From the time the patient arrives in clinic, the director is responsible for ensuring that the chart is properly managed, that patients receive quality services, and that the clinic operates on schedule. They will interface with student volunteers, preceptors, and site staff, however their only interaction with patients is to manage complaints.

## **GRANTS AND FUNDRAISING COORDINATOR**

Responsible for developing and coordinating fundraising efforts for the SRFC, and for finding grants for which the clinic may qualify. He/She maintains a generic grant document with the basic information needed to apply for grants, networks with a grant writing professor to enlist interested grant writers, reviews written grant proposals before submitting to the Director of Finance and Medical Director for review, and determines ways to improve the SRFC's marketability to donor organizations. Responsibilities also include abstracting information specifically for Solano County that is pertinent for grant statistics, keeping running totals of patients seen at the clinic, and ensure the data used in the grants is from reputable sources. He/She must confirm that grant applications and fundraising efforts do not conflict with Touro policy through communication with Jim Sotiros, Associate Vice President for Institutional Advancement.

## **SUPPLIES COORDINATOR**

Responsible for tracking and maintaining inventory of all supplies and pharmaceuticals, and investigating potential ways to minimize cost. Shall submit purchase order forms to the Director of Finance for approval by the Medical Director and the Touro finance department.

## **MARKETING**

Responsible for drafting community marketing and advertising campaigns, to be approved by the Director of Communications and the Executive Board. Assists the Director of Communications in fostering affiliations with community medical resources and academic institutions. Helps to develop and coordinate annual events to promote the clinic and to serve the community. Works with the Diversity Coordinator to develop culturally competent materials in Spanish and other languages.

## **DIVERSITY COORDINATOR**

Responsible for developing and making available all pertinent media in Spanish (and other languages), maintaining the student volunteer interpreter database, and scheduling clinic interpreters. Spanish fluency required.

## **EVENTS PLANNING COORDINATOR**

Responsible for monitoring the progress of clinic program development and implementation, managing the inflow of action plan proposals, generating and providing periodic updates for the Executive Board, and working with project managers to keep projects on schedule. Responsible for seeking out and coordinating research opportunities both internally and externally, including completing IRBs and monitoring clinic surveys in accordance with Touro University California guidelines.

Contact the following directors if you have questions regarding positions in their respective tier.

<b>Executive Director</b>	<a href="mailto:minh.khuc@tu.edu">minh.khuc@tu.edu</a>
<b>Director of CEHS</b>	<a href="mailto:donna.louie@tu.edu">donna.louie@tu.edu</a>
<b>Director of COM</b>	<a href="mailto:lian.quach@tu.edu">lian.quach@tu.edu</a>
<b>Director of COP</b>	<a href="mailto:jasmine.reber@tu.edu">jasmine.reber@tu.edu</a>
<b>Director of Operations</b>	<a href="mailto:shanthini.natarajan@tu.edu">shanthini.natarajan@tu.edu</a>
<b>Director of Finance</b>	<a href="mailto:eber.resendiz@tu.edu">eber.resendiz@tu.edu</a>
<b>Director of Communications</b>	<a href="mailto:amy.hwang@tu.edu">amy.hwang@tu.edu</a>
<b>Clinic Director Chair</b>	<a href="mailto:leah.phan@tu.edu">leah.phan@tu.edu</a>