

# **Job Description**

## **Director of Ambulatory Services**

### **Position Summary**

The Director of Ambulatory Services provides strategic, operational, and clinical oversight for outpatient and rural health clinic operations. This position is responsible for ensuring high-quality patient care, regulatory compliance, provider support, workforce development, and operational efficiency across ambulatory service lines including primary and specialty clinics.

In a rural healthcare environment, the Director serves as a leader focused on improving access to care and enhancing the patient experience.

This role oversees clinic staff and works closely with providers, leadership, and executive administration.

The position typically includes oversight of:

- Rural Health Clinics (RHCs)
- Specialty clinics
- Provider-based clinics
- Telehealth services
- Ambulatory quality initiatives
- Patient access and scheduling
- Clinic staffing and operational workflows

### **Essential Duties and Responsibilities**

#### **Operational Leadership**

- Direct day-to-day operations of ambulatory and outpatient service lines.
- Implement operational strategies that improve patient access, clinic flow, and provider productivity.
- Standardize workflows and operational practices across clinics.
- Monitor clinic performance metrics including patient volumes, wait times, and no-show rates.
- Ensure efficient staffing models appropriate for rural healthcare operations.

#### **Financial Management**

- Identify opportunities for growth, cost savings, and operational efficiencies.
- Support service line development and strategic growth initiatives.

## **Regulatory & Compliance Oversight**

- Ensure compliance with:
  - Rural Health Clinic regulations
  - CMS requirements
  - OSHA standards
  - HIPAA regulations
  - State and federal healthcare regulations
  - Joint Commission accreditation standards
- Maintain clinic readiness for audits and surveys.
- Oversee policy development and implementation.

## **Quality & Patient Experience**

- Lead quality improvement and patient safety initiatives.
- Monitor patient satisfaction and implement service recovery strategies.
- Utilize performance improvement methodologies to enhance care delivery.
- Collaborate with clinic staff nursing leadership to improve clinical outcomes.

## **Leadership & Workforce Development**

- Supervise clinic staff.
- Conduct performance evaluations and coaching.
- Promote a culture of teamwork, accountability, and patient-centered care.
- Foster positive relationships among providers, staff, patients, and community partners.

## **Strategic Planning & Community Engagement**

- Participate in organizational strategic planning.
- Assess community healthcare needs and identify opportunities for expanded services.
- Develop partnerships with local organizations, schools, and community agencies.
- Represent ambulatory services in community events.

## **Minimum Qualifications**

### **Education**

- Nursing, Business Administration, or related field required.

### **Experience**

- Minimum of 3 years progressive leadership experience in healthcare preferred.
- Ambulatory clinic or rural healthcare leadership experience preferred.
- Experience with Rural Health Clinics (RHC), provider-based clinics, or Critical Access Hospitals preferred.

## **Licensure/Certifications**

- Current Oklahoma RN or LPN license preferred but not required.

## **Knowledge, Skills, and Abilities**

- Knowledge of ambulatory clinic operations and rural healthcare delivery models.
- Experience with quality improvement initiatives.
- Ability to lead multidisciplinary teams in a rural healthcare setting.
- Excellent communication, conflict resolution, and organizational skills.
- Knowledge of electronic health record systems and healthcare technology.
- Ability to balance operational needs with patient-centered care priorities.

## **Working Conditions**

- Primarily office and clinic-based environment.
- Occasional travel between clinic locations and outreach sites required.
- May require occasional evening or weekend meetings/events.

## **Physical Requirements**

- Ability to sit, stand, walk, and use standard office equipment.
- Ability to travel between facilities as needed.

## **Preferred Rural Oklahoma Focus**

Candidates with experience in:

- Critical Access Hospitals
- Rural Health Clinics
- Telehealth implementation

Are strongly preferred due to the unique operational challenges of rural healthcare delivery in Oklahoma.