

Vice President of Medical Services
Roxbury Comprehensive Community Health Center, Inc.
Roxbury, MA

Organization

Roxbury Comprehensive Community Health Center, Inc. (RoxComp) was incorporated in 1968 by local citizens in response to a severe lack of medical care in the Roxbury and North Dorchester communities. From its storefront beginnings, RoxComp has evolved to become one of the leading providers of primary health care and outpatient mental and social health services in Roxbury and North Dorchester. It is a FQHC.

RoxComp provides culturally, ethnically and linguistically competent primary health care and ancillary services to people of all ages, with a particular focus on the communities of Roxbury and North Dorchester. Services are provided regardless of a person's ability to pay. RoxComp is a leader in advocating for the medically underserved. It develops policies and programs; engages in education, training, and research; and works in collaboration with any other private or public organization to fulfill its goal of strengthening the health status of the individual, family and community.

As a major employer in its communities, RoxComp has a staff of 125, 59% of whom live in the health center's service area. The medical staff includes 12 physicians for primary care and specialties, 15 Behavioral Healthcare providers, 2 Dentists and 4 Methadone providers. RoxComp has the only Methadone program and the largest HIV program in the area.

The multi-lingual and multi-cultural staff reflects the ethnic and racial backgrounds of patients. RoxComp provides acute and preventive primary care spanning the life cycle, including four major departments: Women's Health (Obstetrics/Gynecology), Pediatric/Adolescent Medicine, Adult Medicine, and the Behavioral Health Collaborative. Other departments include Dental, Laboratory, and a range of support programs and services, such as Homemaker Services, Adult Family Care, HIV Services, Methadone Assessment and Treatment Program, and Nutrition.

The Position

Reporting to the CEO, the Vice President of Medical Services (VPMS) will oversee the provision of high quality medical and clinical services in a manner that is culturally sensitive, effective, and efficient. The VPMS will be aligned with the fiduciary responsibilities of the Senior Management Team assuring that the Center is responsive to the healthcare needs of its clients and the community.

The VPMS will partner closely with the CEO to assure that decisions made are in support of RoxComp's mission and vision. This leader will oversee, evaluate and monitor the overall performance and productivity of providers to assure compliance with established standards of care and federal guidelines. It will be the responsibility of the VPMS to establish, assure and maintain professional standards in all

medical departments including the oversight of center wide clinical protocols. He/she will evaluate and monitor quality of patient care services including presiding over the Center's Quality Assurance Committee and Providers Meeting. The VPMS will provide leadership in the management and resolution of patient complaints.

Partnering with the CEO, the VPMS will define, design and implement new initiatives to improve the fiscal position of the health center. In addition, this person will collaborate with the Senior Management Team and Department Directors to develop and implement programs that will focus on patient and community health needs. The VPMS will have an understanding of what it takes to attract and retain patients. This includes the enhancement of customer quality and service.

It will be important for the VPMS to collaborate in crafting the health plan for the HHS 330 grant application. He/she will oversee the implementation and monitor its progress taking corrective action if required, to achieve goals outlined in the plan. When appropriate, the VPMS, as the senior clinical leader, will represent the Health Center at meetings with external agencies and organizations including the community which RoxComp serves. The VPMS will also:

- Oversee, in conjunction with Human Resource Department, that all provider clinical educational and licensure requirements are met, including the oversight of physician credentialing
- Oversee and approve all health professional training programs
- Oversee activities related to recruitment and retention of physicians
- Provide direct patient care in appropriate clinical unit as directed
- Assist with grant development and program oversight

The Candidate

The right Candidate will be Board certified, with a license to practice medicine in the Commonwealth of Massachusetts, have at least five years clinical experience and a minimum of three years administrative and leadership experience in a clinical setting. Experience in a community health setting or public health setting is most desirable. In addition, this person will:

- Be an outgoing, warm, engaging person who is adaptable in working with different types of people
- Be financially savvy; able to balance resources for competing priorities and demands
- Be a highly visible and accessible leader
- Set an example by leading with high accountability, consistency and follow-through
- Understand the value of team work and collaboration, and be a proven team leader and team builder
- Solve problems and address challenges in a creative, resourceful and diplomatic way
- Build personal and productive working relationships that are genuine, respectful and fun
- Resiliently thrive in a hard-working culture with multiple demands
- Show a work style that is hands-on and unpretentious, and strongly driven by the mission
- Have a strong determination to promote and enhance customer focused quality service and care

For more information

Please send resume and cover letter to zurickdavis1958@zurickdavis.com. For questions, or to make referrals, please contact **Beth Ross** at 781.938.1975. All contact with our office will remain confidential.