

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Director		D	6	3	Exempt
POSITION TITLE:	CHC Primary Care Division Director		POSITION#:	500389	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised	Date:	08/05/2025			
SERVICE TYPE:			NON-REP MANAGEMENT		
Employee Name:		Department:	Health Center	Supervisor:	CHC Executive Director
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

The CHC Primary Care Division Director oversees the operational and administrative functions of **primary care services** within the Community Health Centers (CHC). The role is responsible for the coordination, integration, and delivery of person-centered primary care, ensuring that services are aligned with the organization's strategic goals and compliant with regulatory standards. This position also serves as the **primary point of contact for the Federal Tort Claims Act (FTCA) claims process** and ensures that all claims are managed in accordance with federal guidelines. The Division Director focuses on improving clinical outcomes, fostering a culture of continuous quality improvement, and leading innovation in service delivery in an environment of rapid healthcare transformation.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Operational Leadership and Oversight Essential Duties: <ul style="list-style-type: none"> • Lead and manage clinical and related practices to achieve organizational and strategic goals for primary care services across multiple CHC sites. • Develop and maintain a high-performing management team by providing leadership, mentorship, and support to managers and supervisors. Ensure team alignment with the organization's strategic objectives. • Foster a culture of continuous quality improvement at all levels of the organization. Ensure that quality improvement initiatives are embedded into daily practices, driving enhanced patient outcomes and operational efficiency. • Act as a change agent, facilitating improvements in team and program performance, and integrating new service delivery models to meet evolving community needs. • Provide senior leadership by advising Department Directors on key operational decisions and ensuring organizational continuity in the absence of other senior leaders. Actively participate in the senior leadership team to shape strategic priorities. • Work with managers to assure that procedures and processes are tested, refined, documented, and understood by all staff. Lead efforts to standardize workflows and operational protocols to enhance efficiency and compliance across primary care services. • Oversee staffing, resource allocation, and service delivery to ensure operational consistency, patient safety, and regulatory compliance at all sites. • Manage financial and operational performance, ensuring services operate within budget and meet established performance metrics. Identify and implement opportunities for improvement in clinical operations and patient care delivery. 	40%

	<ul style="list-style-type: none"> Manage and oversee person-centered services including the supervision of professional, supervisory and specialized staff. Includes prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policy and procedures, maintaining a healthy and safe work environment and making hiring, termination and disciplinary decisions. 	
2	MFA: Quality Improvement and Compliance Oversight Essential Duties: <ul style="list-style-type: none"> Oversee the Quality Improvement (QI) framework for primary care, including patient feedback, compliance, credentialing, and quality metrics. Lead the Quality Steering Committee for primary care and develop an Annual Quality Plan that aligns with the CHC's strategic goals and addresses patient care trends. Ensure compliance with federal, state, and local regulations related to primary care service delivery, maintaining alignment with HRSA and other funding requirements. Manage and oversee the Patient-Centered Primary Care Home (PCPCH) program, ensuring compliance at all CHC sites. This includes maintaining certifications, ensuring adherence to PCPCH standards, and implementing improvements based on program evaluations. Utilize data-driven decision-making to evaluate clinical performance and improve service delivery models, ensuring alignment with best practices in primary care. Serve as the primary point of contact for the Federal Tort Claims Act (FTCA) claims process, ensuring all claims are handled according to federal guidelines. Coordinate with internal teams, legal advisors, and federal agencies to manage claims, gather necessary documentation, and facilitate timely resolution. Ensure that all necessary reporting and compliance requirements related to FTCA claims are met and that processes are in place to prevent future claims where possible. 	30%
3	MFA: Strategic Planning and Policy Development Essential Duties: <ul style="list-style-type: none"> Collaborate with the CHC Executive Director and senior leadership to develop long-term strategic plans for primary care services within the CHC. Participate in the broader strategic planning process for integrated care services, ensuring alignment of primary care with behavioral health and dental services. Lead the development of operational policies and procedures that enhance the efficiency and effectiveness of primary care services. Ensure that primary care service delivery models are responsive to community needs and aligned with the CHC's mission and vision. 	20%
4	MFA: Community Planning and Policy Development Essential Duties: <ul style="list-style-type: none"> Represent CHC Primary Care services in local, regional, and state coalitions and partnerships, ensuring that services are well-integrated within the larger healthcare system. Foster collaborative relationships with external partners to enhance access to care and ensure continuity of services. Oversee agreements with external providers and organizations to support primary care services that are not directly offered by the CHC. 	10%
	Other Duties As Assigned	
Percentages should total 100%		100%

Special Requirements:

Bachelor's degree in healthcare administration, public health, or a related field.

At least 7 years of progressively responsible experience in healthcare administration or primary care service delivery, with at least 3 years in a management or supervisory role.

Demonstrated leadership in managing primary care services, budgeting, quality improvement, staff development, and handling FTCA claims processes. Strong knowledge of regulatory requirements for primary care, including PCPCH standards.

Valid driver's license

Physical Requirements:

Physical Demands:

While performing the duties of this job, the employee is frequently required to stand, walk, sit, reach with hands and manipulate equipment, as well as lifting and moving objects, equipment and supplies. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to communicable and infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____