



Job Title : Medical Director

About Us

Be a part of a growing and reputable Team that is making an impact in their community! FoundCare, Inc. is a non-profit health care provider with convenient locations in Palm Beach County. FoundCare's mission is to fulfill unmet healthcare and social service needs of individuals and families in Palm Beach County. In order to accomplish this mission, FoundCare operates a Federally Qualified Health Center that offers pediatric and adult primary care, chronic disease management, infusions, behavioral health counseling, laboratory work, X-rays and dentistry, as well as an on-site pharmacy.

PRIMARY PURPOSE: The Medical Director ensures adequate staffing; provides leadership for all health center clinicians; works as an integral part of the management team; establishes, strengthens and negotiates relationships between the health center and other doctors or healthcare organizations; and monitors and improves the quality of care.

ESSENTIAL JOB FUNCTIONS:

- Develops, coordinates and supervises staff within the department.
- Establishes and oversees standards of practice for the department.
- Oversees evaluation and management of the clinical practices within the department for which they are responsible.
- Ensures adequate staffing, appropriate training, exceptional customer service, and high quality patient care.
- Works with the Practice Administrator to schedule staff in order to appropriately cover the department hours of operation.
- Assigns, directs, and reviews the work of the staff assigned.
- Plans and facilitates training and development of staff to improve performance.
- Provides for and recommends selections, promotions, awards, and corrective actions as needed working with the Management team.
- Supports, communicates and facilitates agency wide employee programs and policies such as pay policies, overtime policies, etc.
- Ensures compliance with policies, procedures, bylaws, regulatory requirements, and best practice guidelines.
- Participates in the production of setting performance standards for staff. Monitors, assesses, reviews and evaluates employee performance based on the established standards.
- Works with Center Manager to monitor, evaluate and manage the department budget.
- Obtains complete and accurate information in a courteous and respectful manner in order to determine an appropriate treatment plan.
- Performs treatments quickly and efficiently while keeping the customer informed and being sensitive to the customer's comfort during the treatment.

- Sets the expectation with the customer by listening to their concerns and addressing those that can be addressed and informing the customer of the course of action to follow for other health concerns.
- Communicates effectively.
- Provides clear and concise verbal and written instructions to ensure that instructions are understood.
- Listens and asks for feedback from staff and customers.
- Enters notes in a timely manner in order to provide adequate information for other health care providers.
- Ensures that department is kept up to date on changes that are occurring. Updates staff on a regular basis.
- Advises customers and family members in methods that facilitate a capacity for self-care and a move toward a healthcare partnership between providers, customers and their families.
- Adjusts the communication style to fit the receiver of the message.
- Addresses healthcare issues appropriately.
- Listens for clues that the customer needs additional assistance in understanding the treatment plan or in carrying out the treatment plan.
- Uses the computer system in order to obtain customer information, order labs and tests, and check messages.
- Consults and coordinates with health care providers working in other departments and in other locations.
- Provides assistance to the health care providers by answering questions regarding customer care.
- Works in coordination with the health care providers and case managers to develop treatment plans for customers.
- Works with all other staff in the department as a member of the department and the system.
- Ensures that department staff understand the goals and objectives of the Agency, the department and their role in achieving the goals.
- Participates in fulfilling the mission, vision, goals and objectives of the Agency.
- Oversees and participates on committees within the Department.
- Ensures a safe work environment for staff by maintaining a clean work environment including adequate supplies and upkeep of unit and equipment; updating employee health records; and assisting in disaster planning and activities.
- Ensures the efficient and effective flow of customers through the department.
- Starts on time and works with other team members to ensure a timely flow of customers.
- Intervenes and diffuses situations involving agitated, confused or emotional customers and/or family members.
- Develops and implements a quality assurance program to: ensures consistent and continual monitoring of quality of care delivered; Reviews completed charts on a regular basis; Provides and receives consistent feedback on the quality of care being delivered. Ensures ACA and other regulatory standards are met as they apply to the department.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of medical policies, programs, staffing and is an “expert” / leader in all medical perspectives.
- Ability to verbally communicate effectively with others, with or without the use of an interpreter.
- Ability to communicate effectively in writing using the English language, with or without the use of auxiliary aids or services.
- Clear understanding that we provide information on educating individuals about safer sex practices which could include but not be limited to: exposure to explicit language, explicit printed material, and descriptions of explicit sexual activities, as part of the agency’s mission in the prevention and transmission of HIV disease.

PHYSICAL REQUIREMENTS:

- Ability to endure short, intermittent, and/or long periods of sitting and/or standing in performance of job duties.
- Transport him/herself to other departments, conference rooms, and on occasion, to off-site locations to accomplish job responsibilities, attend meetings, workshops, seminars, etc.

MINIMUM QUALIFICATIONS:

- Requires a Medical degree from an accredited University.
- Five years of clinical practice and experience.
- One (1) year of supervisory experience.
- Three (3) years of experience as a board certified MD.
- Meets all requirements in order to obtain medical staff membership and required privileges.
- Keep up to date with market trends and new developments utilizing information for business improvement.
- Ability to make strategic decisions.
- Inspire others to share their vision and support them to reach a common goal.
- Ability to discuss strategic and sensitive issues.
- Ability to work across all levels influencing client and organization culture.
- Analytical expertise in understanding complex issues and their consequences.
- Knowledge of HIV/AIDS issues as indicated by experience working in AIDS-related field, or with related social/medical problems in a community setting.
- Possess superior organizational, interpersonal, written/verbal communication skills.
- Effective communication and motivational techniques for one-on-one and in public presentation to diverse audiences.
- Flexible schedule, allowing for weekends or evenings and travel as needed.
- PC proficient.

FoundCare offers an excellent compensation package including:

- Competitive base salary
- Full Suite of benefits
- Generous Paid Time Off
- Company-Paid Holidays
- Support and empower professional growth
- Career advancement
- Great work environment - we have the BEST employees

FoundCare, Inc. is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.