PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 123085-26

OPENING DATE: 11/03/2026
CLOSING DATE: Open Until Filled
POSTED: IN/OUT

POSITION:	Director, Clinical Services
PAY GRADE:	E13 ($58.08/hr.-$90.49/hr.)
FLSA STATUS:	Exempt
POSITION TYPE:	Full Time
FUNDING SOURCE:	Grant Funded
DEPARTMENT:	Health Services
REPORTS TO:	CEO, Health Services
BACKGROUND LEVEL:	Child/Elder

JOB PURPOSE: Achieves the Isleta Health Center goals and objectives by providing clinical operations leadership and direction for the Medical Clinic, Dental Clinic, Pharmacy, Laboratory, Optometry, Audiology, Podiatry, and Physical Therapy departments. Ensures the efficient and effective provision of medical and health care delivery services to meet the needs of community.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Manage the health service delivery operations of the medical, nursing, laboratory, audiology, imaging, optometry, dental, physical therapy, podiatry, and pharmacy clinics within the Isleta Health Center to assure coordination, productivity, efficiency, and customer service.
- Provide cross-functional leadership and medical subject matter expertise.
- Ensure that services are of the highest quality, are cost contained, and medically useful and accurate, and are carried out in an expeditious manner.
- Participate in all relevant managerial decisions and guide the operations of Clinical Services ranging from the selection of staff, choice methods, purchase of equipment, quality assurance, quality control and safety.
- Ensure all QC and SOP are routinely developed, evaluated and up to date.

- Collaborate with multi-disciplinary teams focused on answering key medical questions.
- Works with respective clinical managers, leads, coordinators, and the Medical Director on professional practice and quality assurance issues.
- Facilitates and monitors daily clinic operations; analyzes personnel performance, patient flow, procedures and processes for performance improvements.
- Facilitate effective inter-clinic operations to promote integrated service delivery and patient-centered care.
- Provides leadership for the achievement and maintenance of facility accreditation and compliance with certification requirements of Medicare and Medicaid.
- Learn the characteristics of each payer source, and the implications of each on the care delivery process.
- Implement quality improvement and infection control protocols to adhere to the highest standards of patient care and safety.
- Manage risk within the clinic, ensuring compliance with all regulatory, accreditation, and legal requirements.
- Collaborate with Public Health and Administrative Services Directors to enhance patient outcomes.
- Participates on the Health Board to advance strategic initiatives.
- Develop strategies and initiatives that align with the mission of IHC while supporting the Pueblo of Isleta's goals for community health improvement.
- Manages department budget; plans for and coordinates financial and budget activities for maximum operational efficiency.
- Prepares and presents reports on the status, activities and plans for current and future operations; keeps leadership and other departments informed of status of Isleta Health Center activities by attending meetings and submitting reports.
- Enhances professional growth and development through participation in seminars, educational workshops, classes and conferences.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Manages professional and support staff; provides coaching, counseling, training and feedback to employees; assigns, reviews, and delegates work and job responsibilities to designated staff.
- Hires, evaluates, disciplines and develops professional and support staff.
- Coordinates training, orientations and continuing education of staff.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Healthcare professional who delivers direct patient care, diagnosis, treatment, and management of medical or mental health conditions.
- Provider trained to assess and address patients' health needs in a clinical setting.
- Clinical providers who can work in various fields such as primary care, specialty care or allied health services.
- Nurse Practitioner notational certification and Current State of New Mexico clinical provider license.

- Federal DEA and New Mexico Board of Pharmacy Certification, if applicable.
- CPR and AED Certified.
- Five years of progressive clinical experience including two years in a management capacity.
- Demonstrated success in implementing clinic-wide initiatives that have significant improved patient care and clinic operations.
- Experience managing accreditation processes and compliance with healthcare regulations.
- Previous involvement in a governing board position at any level, providing strategic leadership and oversight.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Advanced working knowledge understanding of current principles, methods, and procedure for delivery of medical care within designated area of medical sub-specialty.
- Ability to prescribe appropriate medical dosages, recognizes contraindications and side effects, and instructs patients in correct usage.
- Ability to supervise, advise and train clinical professionals, students and health team members.
- Ability to observe, assess and record symptoms, reactions and progress.
- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of finance, budgeting, accounting and cost control procedures.
- Knowledge of the interrelationships and interdependencies among various medical and administrative services and programs within Native American communities.
- Knowledge of the provisions of P.L. 93-638, Indian Self Determination and Education Assistance Act.
- Knowledge of AAAHC and related accreditation and certification requirements.
- Knowledge of Medicaid, Medicare, and commercial billing procedures.
- Skill in coaching and consulting management, professional and support employees.
- Skill in operating various word-processing and database software programs in a Windows environment
- Skill in making effective decisions in emergency situations.
- Ability to interpret applicable federal, state, county and local laws, regulations, and requirements.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with co-workers at all levels.
- Ability to work independently and meet strict time lines.
- Ability to create and present effective speeches and presentations.
- Ability to make solid decisions and exercise independent judgment.

- Ability to be persuasive and tactful in controversial situations.

PHYSICAL DEMANDS:
- Talk, hear, sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:
- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Employee may be exposed to unpleasant odors, bodily fluids, blood borne pathogens, hazardous material and infectious disease.
- Situations occur where surgical masks, safety goggles, gloves and protective face shields are needed.
- Frequent interaction with the public.
- Possible exposure to COVID-19, biological, chemical, and extreme weather.

PREFERENCE:
Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.