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 leadership and direction for the Medical Clinic, Dental Clinic, Pharmacy, Laboratory, Optometry, Audiology, 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:

- Manages the health service delivery operations of multiple clinics/departments within the Isleta Health Center to assure coordination, productivity, efficiency, and customer service.
- Works with respective Clinical Managers on professional practice and quality assurance issues.
- Facilitates and monitors daily clinic operations; analyzes personnel performance, patient flow, procedures and processes for performance improvements.
- Assures the timely submission of documentation necessary for third party billing and requests payment of invoices.
- Composes and updates policies and procedures related to clinic operations.

- Provides leadership for the achievement and maintenance of facility accreditation and compliance with certification requirements of Medicare and Medicaid.
- Provides leadership for infection control and clinical safety meetings and planning.
- Provides leadership in review and compliance of employee health protocol for health care.
- Identifies, reports and manages risk situations and incidents internally.
- Receives, addresses and resolves patient complaints and suggestions.
- Participates on committees and special projects as assigned.
- Plans, directs, and monitors department productivity and quality goals.
- Creates policies and procedures for professional and support staff, to ensure consistency and adherence to department goals.
- Hosts regular staff meetings to ensure communication among staff regarding department related activities.
- Manages department budget; plans for and coordinates financial and budget activities for maximum operational efficiency. Purchases equipment as needed.
- Directs the development of or writes proposals and grants to secure additional funding and grant monies for continuation and expansion of program services.
- Maintains current working knowledge of trends in community health.
- 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:

- Bachelor's Degree in a Health Sciences, Administration or related field.
- Five years of progressive clinical experience including two years in a management capacity.
- Master Degree preferred.
- Health care license preferred in area of specialty.
- Experience with outpatient clinic operations preferred.
- 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:

- 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.