JOB DESCRIPTION

POSITION: Youth Health Services Manager  
REPORTS TO: Director of Youth Health Services  
DEPARTMENT: Youth Health Services  
TIME/STATUS: Regular, Full-Time, Exempt  
BENEFITS: Full  
UNION: No

POSITION SUMMARY
Under the direction of the Director of Youth Health Services, the Youth Health Services Manager will provide strategic and hands-on support to the Director of Youth Health Services position. As the lead in charge of coordination of services between school based and TVHC clinical sites, the Youth Health Services Manager is responsible for a variety of tasks as required for the continued growth and sustainability of school based programs. The position must demonstrate a command of communications to facilitate relationships between school districts, school administration, program funders, internal and external stakeholders and TVHC staff and management. This position is also responsible for the oversight of the Logan Health Center to include staff supervision, planning for clinic client/patient flow, troubleshooting operations issues and day-to-day problem solving for meeting efficiency and quality standards. The Youth Health Services Manager will also work with clinic providers in ongoing analysis of services in order to increase/maintain productivity standards according to overall TVHC clinical benchmarks for all providers. This is a dynamic role providing the opportunity for high level management with the ability to impact student population at large through health education, advocacy and youth empowerment work.

DUTIES AND RESPONSIBILITIES
1. Creates and maintains conditions that ensure highest standards of practice across multiple disciplines. Collaborates with Medical Director, Clinic Manager, Director Youth Health Services and mental health service provider(s) to maintain high standards of care, customer service and personnel performance.

2. Manages practical aspects of clinic functioning, including weekly clinic schedules and clinic flow, billing, data collection, licensure, certification, facilities, supplies and equipment.

3. Performs analysis and planning for target services to patients/clients of school based clinical sites. Works with Director of Youth Health Services and Planning/Development department on new and continuing opportunities for increasing patient/client base and coordination of services between TVHC clinical sites. Administers and revises site-level policies and procedures. Ensures that student rights and responsibilities are upheld at all times. Serves as the lead point of contact with school administration on all programmatic and service issues, including student/parent complaints and grievances.

4. Convenes and facilitates monthly provider meetings for all school based sites. Schedules and facilitates regular, effective staff meetings. Attends on-site and off-site meetings as representative of Youth Health Services as assigned by the Director of Youth Services.
5. Responsible for developing and implementing target marketing/outreach strategies to educate local communities on services available through the school based health center and TVHC.

6. Conducts feasibility studies on new services for school based sites (i.e. dental). Develops written action plan to provide wrap-around services with the intent of creating a patient-centered medical home for school based patients/clients. Documents all recommendations in regular reports to Director of Youth Services.

7. Serves as lead in electronic health record and practice management systems at school based sites. Works closely with information technology, finance, clinical and other internal stakeholders to ensure EHR/EPM implementation is successful.

8. Supervises Health Educators, Financial Screener and other relevant staff as needed. Administratively supervises Mid-Level Practitioner and Medical Assistant.

9. Ensures that federal, state and professional regulations and ethics related to service delivery, confidentiality, HIPAA policies, parent and youth rights are upheld at all times.

10. Coordinates services of mental health clinician(s), HUSD school nurse, and other onsite providers/agencies. Acts as liaison to these agencies/providers. Coordinates care while respecting autonomy of all service providers.

11. Acts as liaison to Tennyson High School administration, teachers and other staff. Works closely with school staff to ensure effective integration of health center into the school. Represents all disciplines (health, mental health, health education and youth empowerment) at coordination meetings within the school community.

12. Conducts outreach to students, families, school staff and broader community regarding services provided and student health needs. Represents health center to community, including parents, government and community organizations.

13. Works with Director to develop and maintain annual site budget.

14. Acts as liaison to Alameda County School-Based Health Center Coalition and UCSF evaluation team. Oversees program evaluation efforts and health initiatives in HUSD such as the Hayward High Youth and Parent Initiative Program.

15. Leads efforts to implement Coordinated School Health model.

16. Acts as administrative and operations resource to all health center personnel.

17. Operates a Peer Health Education program (recruiting, training and supervising students designing health education curriculum; coordinating classroom and community education efforts); and actively supports Student Research Coordinator with engaging adolescent students in participatory health research projects AND creates partnerships with other peer-based programming on campus. Provides ongoing leadership and support for peer-based programming.

18. Helps to coordinate classroom-based health education on campus.

19. Performs all duties and service in full compliance with TVHC’s Service Excellence Standards.
20. Other duties as assigned by supervisor.

QUALIFICATIONS

1. Prefer bilingual in English and one of the following: Spanish, Tagalog, Vietnamese, Farsi, or Punjabi.
2. Computer literate, prefer experience with Windows 95 or higher, Microsoft Word and Excel.
3. Culturally sensitive and demonstrated ability and effectiveness in working with ethnically diverse adolescent populations.
4. Understands issues particular to adolescent populations, including adolescent development and health issues.
5. Understands principles of, and can implement, the peer leadership and youth empowerment model.
6. Understands principles of, and can implement violence prevention and conflict resolution strategies, pertaining to reducing racial bias, school based violence, interpersonal student conflicts.
7. Understands principles of community health outreach.
8. At least two years experience in community or youth organizing.
9. Excellent communication, interpersonal and organizational skills.

EDUCATION AND EXPERIENCE

1. Bachelor's degree, in public health, counseling, psychology, social work, or related field.
2. Three or more years experience working with adolescent population adequate to demonstrate knowledge and understanding of special needs of population.
3. Experience working with school-based health centers preferred.
4. Three or more years of experience working with ethnically diverse populations adequate to demonstrate knowledge and sensitivity to issues of cultural differences.
5. Three or more years implementing peer leader and/or conflict resolution programs strongly preferred.
6. At least two years experience working in one or more of the following areas: clinical health education, community health education, community organizing, and/or youth empowerment.
7. Two or more years case management and counseling experience strongly preferred.
8. Two or more years experience working with parents of adolescents strongly preferred.
9. Two or more years experience supervising and managing staff.
10. Two or more years of community organizing and community action training preferred.

Approved__________________________________ Date____________________
Chief Executive Officer

Approved__________________________________ Date____________________
Board of Directors
I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

__________________________________________ Date____________________
Employee Signature

__________________________________________
Print Name