



## **Assistant Director Job Description**

### **NATURE OF WORK**

The Downtown Clinic Assistant Director position is full-time, operates under at-will conditions, and requires a 32 - 40 hour commitment per week.

As a vital member of our leadership team, the Assistant Director role will support the Executive Director in various operational and administrative capacities. This role requires a dynamic individual with strong organizational skills, a passion for integrated healthcare, and the ability to collaborate effectively with diverse stakeholders. The Assistant Director will play a pivotal role in ensuring the smooth functioning of our healthcare programs, volunteer management, project coordination, human resources, and strategic initiatives. Duties will follow the Downtown Clinic's policies, procedures, and bylaws in Laramie, Wyoming.

The Assistant Director is expected to exercise initiative and judgment under the supervision of the Executive Director.

### **EDUCATION:**

Bachelor's degree or associate degree in healthcare administration, nonprofit management, public health, or equivalent experience in related fields.

### **SKILLS & QUALIFICATIONS:**

- Experience in healthcare administration, program management, nonprofit leadership, or equivalent experience is preferred but not required.
- Strong organizational and project management skills, with the ability to prioritize tasks and manage multiple projects simultaneously.
- Excellent communication and interpersonal skills, with the ability to effectively engage and collaborate with diverse stakeholders.
- Commitment to the mission and values of our healthcare organization.
- Proficiency in Microsoft Office Suite and project management software.
- Ability to organize and monitor administrative tasks to completion.
- Experience with word processing, spreadsheets, email, electronic medical systems, WordPress, and cloud-based software programs.

- Willingness to learn and assist staff and volunteers with electronic health records, online fundraising, and online meetings.
- Ability to form working relationships with healthcare providers, board of directors, employees, volunteers, and external community stakeholders and administrators.
- Demonstrated capability to work with a diverse population of patients effectively.
- Supervise future staff, interns, and volunteers.
- Bilingual preferred (Spanish).

## **BENEFITS**

- Competitive salary commensurate with qualifications and experience (\$46,000-\$55,000)
- Comprehensive benefits package including health insurance, retirement plans, and paid time off.
- Opportunities for professional development and growth within the organization.

## **RESPONSIBILITIES**

### **1. Program Management (25%):**

- Assist in managing and overseeing integrated healthcare programs, ensuring quality service delivery to our target population.
- Collaborate with program coordinators, administrative teams, and healthcare providers to streamline program operations and enhance patient care.
- Monitor program outcomes and performance metrics, identifying areas for improvement and implementing corrective actions as necessary.

### **2. Administrative Support (20%):**

- Provide administrative support to the Executive Director and Downtown Clinic staff, including calendar management, meeting coordination, and correspondence.
- Assist in developing and implementing organizational policies and procedures to ensure compliance and efficiency.
- Manage documentation and record-keeping processes, maintaining accurate and up-to-date records of organizational activities.

### **3. Volunteer Coordination (15%):**

- Develop, implement, and maintain strategies for recruiting, training, and retaining volunteers to support integrated healthcare services.
- Supervise volunteer activities, providing guidance and support to ensure effective utilization of volunteer resources.
- Foster a positive and inclusive volunteer environment, recognizing and appreciating volunteer contributions to the organization.

#### **4. Project Coordination (15%):**

- Coordinate special projects and initiatives as the Executive Director assigns, overseeing project timelines, budgets, and deliverables.
- Facilitate cross-functional collaboration among team members and external partners to achieve project goals and objectives.
- Monitor project progress, identify risks and barriers, and implement strategies to mitigate issues and ensure successful outcomes.

#### **5. Human Resources (10%):**

- Strengthen organizational structure and governance by establishing robust HR practices.
- Facilitate the onboarding process for new employees, ensuring a smooth transition into their roles.
- Develop and maintain clear policies and employee handbooks to explain company operations.
- Manage communication and alignment between new hires, interns, managers, and teams.
- Oversee UWY and DWS internship programs, communication, and documentation.
- Act as a subject matter expert, identifying and implementing process improvements.
- Ensure compliance with all HR processes while maintaining confidentiality.

#### **6. Training and Development (5%):**

- Identify training needs and opportunities for staff and volunteers, developing and implementing training programs to enhance skills and knowledge.
- Foster a culture of continuous learning and professional development within the organization, supporting staff and volunteers in achieving their goals and aspirations.

#### **7. Community Engagement (5%):**

- Represent the organization at community events, meetings, and forums to promote awareness of our healthcare programs and services.
- Cultivate relationships with community stakeholders, including healthcare providers, government agencies, and local organizations, to enhance collaboration and resource sharing.
- Seek opportunities for partnership and collaboration with other organizations to expand our reach and impact within the community.

#### **8. Strategic Planning (5%):**

- Contribute to the development and implementation of organizational strategic plans and initiatives.
- Provide input and recommendations on strategic priorities, resource allocation, and performance targets to support organizational growth and sustainability.