



Buncombe County Health and Human Services

Partnering with our community to strengthen our health, safety and self-sufficiency.

POSITION DESCRIPTION FORM

DIVISION:

Public Health

SECTION/UNIT:

Clinical Services/Admin

FLSA STATUS:

Exempt

Classification Title of Position:

Physician Director II-A

Working Title of Position:

Physician Director II-A

Name of Immediate Supervisor:

Supervisor's Position Title:

Assistant County Manager/HHS Director

Name of Employee:

Employee Certification:

I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Date: _____

Supervisor Certification:

I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Date: _____

Program Administrator, Department Head or Division Manager Certification:

I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Date: _____

I. Purpose of the position: The primary purpose of this position is to provide oversight to the Buncombe County HHS Clinical Services division and consultation in regards to medical issues and public health situations affecting the community.

II. Essential Functions of the position:

- Provide oversight for all BCHHS clinical programs, professional medical direction to BCHHS clinical staff and direct medical care to BCHHS clinic clients.
- Consultant to the Assistant County Manager (HHS Director) and Health Director regarding medical related issues, disease outbreaks, or other Public Health related situations affecting the community.
- Ensure compliance with all county, human resource and governmental policies, rules and statutes including those covered by local, state, and federal laws specific to program area.
- Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.
- Represent BCHHS at community meetings and through the media and serve as liaison between public health and the private medical community.

III. Duties, Responsibilities, and Other Functions:

Direct Personnel Management:

- Assess staffing needs, screen applicants, conduct interviews and select the best-qualified candidate to fill vacancies within the unit.
- Provide and/or coordinate appropriate training and development for new and existing employees, supply information, technology and reference materials necessary to perform specific jobs functions.
- Assign staff duties, relative to classification and specific to job description, communicate the expectations for successful performance of those duties and ensure staff understands how performance will be measured.
- Ensure an efficient and effective workflow, implement changes in routine work practices and procedures as needed to modify unit functioning according to client needs and employee capabilities.
- Evaluate employee performance, provide ongoing feedback, and address performance issues in a timely manner.
- Ensure a fully staffed, competent workforce and a safe and supportive work environment for all employees.
- Assist employees with addressing and resolving concerns related to job duties, performance standards, and relationships with others.
- Collaborate with Physician III-A to organize regularly scheduled meetings and/or training sessions with clinicians; help plan and participate in continuing education programs for BCHHS clinician and nursing staff.

Program Management:

- Assure the selection process is compliant with all applicable rules, regulations and professional personnel practice make final recommendation to Agency Director on the hiring of all employees within Division.
- Lead efforts to identify strategic goals and objectives for programs that are consistent with Buncombe County's mission and implement best practices to meet objectives.
- Develop staffing plans, analyze revenues/cost outcomes, prioritize resources and capital increases, and evaluate training and capital improvement needs.
- Review overall program accomplishments, progress in meeting objectives and goals, and the status of projects cultivating a culture of continuous improvement so that goals can be met or exceeded.
- Analyze administrative and programmatic problems and assist in formulating new or revised policies, procedures or problem-solving strategies.
- Monitor trends and needs in the community and adjust services as appropriate in coordination with the Agency Director, Senior Leadership Team and program managers.
- Recommend budgetary needs to the agency director for service programs based on input for program managers and analysis of reports and information; monitors expenditures/revenues and develops fiscal plans to address problem areas.
- Make recommendations to the Agency Director on internal and external program policy changes that ensure that services are delivered in a timely, quality and integrated manner.
- Act in designated matters for the Agency Director in her absence and in matters pertaining to assigned program services in national, regional and state conferences.
- Consult with the Assistant County Manager (HHS Director) and Health Director concerning medical implications of

all Public Health issues (10 NCAC 46.0302), i.e. preparedness, disease outbreaks, rabies cases, epidemiologic investigations, etc. Participate in response to Public Health emergencies as needed.

- Provide Oversight for all BCHHS clinical programs (Family Planning, STD, BCCCP, Immunizations, Communicable Disease, TB Control) and clinical support services (Lab, Pharmacy, Clerical)
- Provide professional medical direction to BCHHS clinical staff; keep abreast of and ensure compliance with state and federal regulations and guidelines regarding appropriate clinical practice.
- Evaluate and review clinic services and processes, clinical staff practices, and client utilization of services to ensure the quality of care and efficiency of services delivered.
- Encourage innovative service delivery and use of best-practice or evidence-based strategies.
- Participate in the development and implementation of policies and procedures to ensure established standard of care is met and provide medical expertise with respect to planning and establishing goals and policies to improve client services.
- Approve and/or develop protocols/clinical guidelines/standing orders for all clinical services in conjunction with the Clinical Services Coordinator. Approve protocols/standing orders/policies & procedures for Buncombe County Employee & Family Health and for other BCHHS program areas as needed.
- Address complaints from staff or clients regarding appropriateness of medical care provided at the BCHHS; make assessment and recommendations for resolution to the involved person or persons; participate in any decision regarding disciplinary action.
- Meet monthly, along with Buncombe County Detention Facility (BCDF) administrative staff and the supervisor of the Jail Health Contract, with medical staff contracted to provide medical care at the BCDF to review data on the medical care provided at the BCDF, the costs & quality of that care, & to discuss issues related to inmate care & public health; review BCDF Health Plan annually.
- Participate in the development of the annual budget for BCHHS Clinical Services, consistent with State and Federal funding requirements.
- Interpret and translate technical medical information into understandable practices for BCHHS employees, local medical providers and the community at large.
- Participate on BCHHS Epi Team and familiarize self with BCHHS preparedness & emergency response plans (such as SNS) and Incident Command Structure (ICS). Fill appropriate role within the ICS when structure is implemented.

Direct medical services:

- Take appropriate client medical history, perform a targeted physical examination, provide client education (or refer to a clinic RN as appropriate), order or perform appropriate laboratory studies (e.g., pregnancy test, urinalysis, cervical cytology, Chlamydia test, wet prep), devise & recommend a plan based on the results of the history/exam/labs, order appropriate medications or immunizations.
- Perform procedures as indicated, and use professional judgment in consulting with or referring clients to specialists in the community for consultation or specialized treatment.
- Encourages clients with chronic medical problems of mild to moderate severity (e.g., diabetes, hypertension, hypothyroidism) to seek care at a primary care clinic of their choice.
- Address chronic problems associated with lifestyle choices (such as obesity, tobacco abuse, alcoholism, and illicit drug use) during office visits and make referrals as appropriate for treatment for these conditions.
- Complete client charts with required documentation on the day of service.
- Participate in after-hours call for the BCHHS clinics.

Team and Network Relationships:

- Serve as media spokesperson with regard to clinical and/or public health issues.
- Participate in BCHHS and extra-agency committees as appropriate or assigned.
- Serve as clinical preceptor for resident physicians from the Mountain Area Health Education Center (MAHEC) Family Medicine Residency Program on their rotations through BCHHS' Clinical Services; teach them about public health & the role of private physicians in public health, family planning/contraception/placement of contraceptive implants and IUDs, and STDs.

- Represent the Agency on various committees/taskforces; act as liaison to other community agencies, professional organizations and/or committees to ensure collaboration, establish positive work relations, eliminate duplication of services, and to work on integration of a community wide emergency response plan/system.
- Ensure staffs understand the scope of HHS programs and-manage relationships within the agency so that your team of employees can successfully work with other departments across Buncombe County to achieve common objectives.
- Engage community partners and organizations within the community to assure that concerns of Buncombe County citizens are being addressed and to influence the success of program outcomes.
- Communicate the agency's mission, vision, strategic plan and objectives by disseminating internal messaging in a timely manner.

Note: The above statements are intended to describe the general nature and level of the work being performed by an employee assigned to this work. This is not an exhaustive list of all duties and responsibilities. This job description does not create a contract of employment and Buncombe County reserves the right to amend or change responsibilities to meet business and organizational needs as necessary.

IV. Typical Work Schedule:

- M – F during business hours (8:00am – 5:00pm)
- After hours on call/nights and weekends
- Nature of work requires attendance during business hours
- Regular predictable attendance is essential

Note: This position has been identified as an emergency essential position and as such employees in this position may be needed to work, including after-hours and weekends, during a public emergency (to include but not limited to: floods, ice storms, disease outbreak, terrorist attack, etc).

- V. **Supervision Received:** Level 4: receives broad direction to independently determine work objectives, sets priorities within programs/divisions, and guides department priorities and objectives.

Supervisory Responsibilities: Level 3: Supervise the selection, training, development, appraisal, and work assignment of Level 2 Supervisors.

VI. Consequence of Error:

- Error in client care could result in physical harm, premature death, or worsening condition to the client.
- Error in decision-making can have a substantial impact on clients and the community and can be costly in terms of time as well as reimbursement for work performed.

VII. Knowledge, Skills, Abilities, and Other Abilities:

- Thorough knowledge of techniques of client interviewing, medical and relevant history taking, principles and practices of general medicine and disease states as they relate to the area of work
- Thorough knowledge of health appraisal tools, laboratory tests, and imaging studies.
- Ability to plan regimens of care and therapeutic procedures as they relate to the area of work
- Considerable knowledge of available referral resources and appropriate referral methods.
- Skill in performing clinical functions: ability to examine patients and detect abnormalities; ability to record accurately, clearly, and completely all information necessary to assess, treat (when appropriate), and plan care of clients, and to convey this information to clients and to other clinical staff.
- Knowledge of emergency procedures and appropriate skills to provide emergency care to persons experiencing allergic reactions.
- Ability to recognize signs and symptoms of health, as well as disease, in relation to the physical, mental and emotional health of the client and caregivers.
- Thorough knowledge of the community resources and ways of utilizing them to benefit the client.
- Ability to teach and counsel individuals in areas of health maintenance and preventive medicine.
- Thorough knowledge, skills and ability necessary to provide supervision of and/or consultation with physician and other health professionals involved in Clinical Services.
- Knowledge and understanding of the essential functions of public health and the medical implications of public health issues on the community.

Organization Conformance Standards for all positions:

- Communicate clearly and effectively both orally and in writing.
- Maintain knowledge of the agency organizational rules, policies, procedures, services and mission.
- Plan, prioritize, and organize work effectively to produce quality work with measurable results and within identified deadlines.
- Interact with other employees, customers and partners with professionalism and cultural competency.
- Work effectively and efficiently as a team contributor including interacting, communicating and coordinating work efforts with other employees and organizations to accomplish a common task.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances and demonstrate the ability to adapt to changing priorities, deadlines and directions.
- Conduct business in an ethical manner at all times while maintaining a high level of professionalism and confidentiality.
- Safely and successfully perform the essential job functions consistent with ADAAA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance consistent with ADAAA, FMLA and other federal state and local standards.

Minimum Education, Training and/or Experience: Licensed to practice medicine in the State of North Carolina, board certified in the specialty area, and two years of experience in the practice of a particular specialty of medicine.

Additional Training and Experience: Maintain active NC Medical License and obtain adequate continuing medical education (CME) as per licensure requirements. Additional certification/education in public health is preferred.

License or Certification Required by Statute or Regulation: Licensed to practice medicine in the State of North Carolina

Special Skills: N/A

ADA CHECKLIST FORM

JOB TITLE:	Physician Director II-A	Current Form date:
BCHHS PROGRAM:	Clinical Services/Administration	7/28/2016

ESSENTIAL JOB FUNCTIONS (EJF) are those duties and responsibilities that an individual must perform with or without the assistance of reasonable accommodations. This checklist is completed to document the physical and mental effort required in performing essential duties of the position. **Please briefly identify up to five primary essential job functions relative to the position.**

EFJ 1	Provide oversight for all BCHHS clinical programs, professional medical direction to BCHHS clinical staff and direct medical care to BCHHS clinic clients.
EFJ 2	Consultant to the Assistant County Manager (HHS Director) and Health Director regarding medical related issues, disease outbreaks, or other Public Health related situations affecting the community.
EFJ 3	Ensure compliance with all county, human resource and governmental policies, rules and statutes including those covered by local, state, and federal laws specific to program area.
EFJ 4	Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.
EFJ 5	Represent BCHHS at community meetings and through the media and serve as liaison between public health and the private medical community.

MENTAL CAPABILITY REQUIREMENTS

Comprehension:	<input type="checkbox"/> Understand and apply routine verbal and/or written instructions. <input type="checkbox"/> Understand and apply non-routine verbal and/or written instructions. <input checked="" type="checkbox"/> Understand complex problems and collaborate to explore alternative solutions.
Organization:	<input type="checkbox"/> Organize actions to complete sequential and/or routine tasks. <input checked="" type="checkbox"/> Organize/prioritize individual work schedules to manage multiple task/projects. <input type="checkbox"/> Organize/prioritize others' work schedules to manage multiple task/projects.
Decision Making:	<input type="checkbox"/> Make decisions that impact this individual's work. <input type="checkbox"/> Make decisions that impact the immediate work-unit's operations/services. <input checked="" type="checkbox"/> Make decisions having significant impact on department's credibility/operations/services.
Communication:	<input type="checkbox"/> Communicate and exchange routine information. <input type="checkbox"/> Communicate responses relative to a variety of information. <input checked="" type="checkbox"/> Communicate in order to explain, interpret or negotiate.

Essential Job Function Mental Tasks as a Percentage of Employee's Time

Check ALL mental tasks that apply to the essential functions of this job, and then select the closest percentage of time that the employee is performing this type of task.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%
Continued learning & retention	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interacting in team dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Preparing, analyzing data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using interfaced communication devices (phone, computer, TTY)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memorizing, concentrating	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Making group presentations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self-regulating emotions, behaviors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing letters, reports, memos to convey a variety of information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT AND TASKS

Work Setting: Majority of time is spent INSIDE or OUTSIDE? (choose one)

Work Equipment Use: Check ALL equipment that this job requires employee to use regularly.	<input checked="" type="checkbox"/> Computers/Monitors	Potential Exposures: Check ALL conditions to which this job may expose and employee.	<input checked="" type="checkbox"/> Infectious bacteria/viruses
	<input type="checkbox"/> Driving vehicle (specify below)		<input checked="" type="checkbox"/> Blood-borne pathogens
	<input type="checkbox"/> Driving light equipment (specify below)		<input type="checkbox"/> Allergens
	<input type="checkbox"/> Driving heavy equipment (specify below)		<input type="checkbox"/> Aggressive Animals
	<input type="checkbox"/> Firearms, controlled equipment		<input type="checkbox"/> Rodent/insect infestations
	<input type="checkbox"/> Ladder/step stool		<input type="checkbox"/> Fumes/airborne particles
	<input type="checkbox"/> NONE of the above		<input type="checkbox"/> Chemicals/hazardous waste
<input checked="" type="checkbox"/> OTHER (describe below)	<input type="checkbox"/> Acidic/harsh substances		
			<input type="checkbox"/> Gases/gas leaks
			<input type="checkbox"/> Electrical hazards
			<input type="checkbox"/> Radiation
			<input type="checkbox"/> Extreme temperatures
			<input type="checkbox"/> Extreme noise levels
		<input type="checkbox"/> Extreme darkness	
		<input type="checkbox"/> Extreme brightness	
		<input type="checkbox"/> NONE of the above	
		<input type="checkbox"/> OTHER (describe below)	

Physical Work Environment:
 Check ALL work environment conditions to which this job may expose the employee.

- Confined spaces
- Damp interior conditions
- High or precarious places
- Moving mechanical parts
- Vibrations
- NONE of the above
- OTHER (describe below)

OTHER or Details
 On equipment or work environment

Describe here any "OTHER" exposures, work environment conditions, equipment used.
 General office equipment including multi-line phones, scanner, copier, fax machine, stethoscope, blood pressure equipment, needles, syringes, standard medical equipment used for performing basic medical procedures.

PHYSICAL EFFORT REQUIREMENT

Check all physical requirements that apply to the essential functions of this job and then select the closest percentage range of time that the employee spends doing that activity.

	Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%		Rarely 0 - 30%	Routinely 31 - 70%	Constantly 71 - 100%	
Mobility Requirements					Hand Movement Requirements			
<input type="checkbox"/> Balancing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Finger Dexterity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Grasping, holding	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Repetitive motion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Immobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Vision Requirements			
<input type="checkbox"/> Pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Color distinction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Pushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Eye-hand coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Visual inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/> Visual perception	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Lifting requirements			
<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Lifts 1-15 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Lifts 16-30 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Sensory requirements					<input type="checkbox"/> Lifts 31-60 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/> Lifts 61-90 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Smelling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Lifts 90+ lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Speaking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Physical Exertion Requirements			
					<input type="checkbox"/> Cardiovascular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					<input type="checkbox"/> Large Muscle, motor control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor Signature: _____

Date: _____

Employee Signature: _____

Date: _____