



Director, Medical Practice Operations

Asheville, NC

Reporting to the Chief Operations Officer, the Director-Medical Practice Operations is responsible for ensuring the mission of providing high-quality whole person health care by directing all aspects of medical practice operations including financial performance. This position leads the practice transformation process to improve access to care, healthy outcomes and increase preventive care management.

The Director-Medical Practice Operations demonstrates responsiveness to the needs of providers by re-designing processes to minimize provider downtime, optimize schedules, create a patient-friendly environment, and ensure appropriate staffing.

Cultivates an open, honest, team-oriented, and healthy work culture. Respond to the concerns of patients, providers, and staff patiently and with the goal of helping everyone succeed. Manages Clinical Team Leads, Medical Assistants and Front Office Coordinator.

Qualifications:

- Minimum of 5 years practice management experience managing physician groups of 10+ providers and directly supervising both clinical and non-clinical staff.
- LEAN/Six Sigma background desirable.
- Demonstrated comprehensive understanding of medical office operations, performance improvement and clinical best practices within primary care including the optimization of schedules and staff. Working knowledge of front office functions.
- Skill in exercising a high degree of judgment, initiative and decision making necessary to achieve organizational objectives.
- *Commitment to working in community health with the challenges of a high risk, uninsured and diverse patient population required.*

[Western North Carolina Community Health Services](http://www.wncchs.org), known as WNCCHS, delivers patient care with a highly integrated team of 15 family medicine practitioners, 5 dentists, and 8 Behavioral Health Clinicians with on-site Pharmacy Services in a community health center setting. From its roots, WNCCHS also offers comprehensive HIV care and Trans Health Services.

Currently providing services at 3 locations in Asheville, NC and surrounding areas with a planned new operation in McDowell County in Jan 2023.

Operating as a Federally Qualified Health Center (FQHC) *WNCCHS* is situated in Exciting and Thriving Asheville, NC - *in the heart of the Blue Ridge Mountains.*

TO APPLY visit Career Opportunities at www.wncchs.org/employment