



700 Columbine St., Sterling, CO 80751 - (970) 522-3741 - 877-795-0646 - www.nchd.org

NORTHEAST COLORADO HEALTH DEPARTMENT

JOB TITLE:

DIRECTOR OF CLIENT HEALTH SERVICES
Full Time, Exempt

UPDATED: September 2020

GENERAL STATEMENT OF DUTIES

Responsible for managing and supervising the activities of client and population-based programs, including Supplemental Nutrition Program for Women, Infants, and Children (WIC), Immunizations (VFC, 317, and Private), Family Planning (Title X), Health Care Program for Children with Special Needs (HCP), Maternal Child Health, Oral Health, Tobacco, Communities that Care. Supervises a staff of public health nurses, program managers and other program staff.

SUPERVISOR:

Works under the direct supervision of the Public Health Director.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Promote a climate of cooperation and coordination within assigned Program Section, between the Section and other Department sections, and with other organizations in the community.
- Participate in the development of the Department's general policies and procedures.
- Primary responsibility for developing policies, procedures and objectives for the client health care programs.
- Advise the Public Health Director as to the most appropriate complement of client health care services and programs and related staffing, equipment, and other needs.
- Oversee the scheduling of clinics and personnel; evaluate the performance of all personnel under his/her direct supervision.
- Assess for, develop, and oversee Quality Improvement Process for assigned section.
- In collaboration with Human Resources, develop and implement an effective ongoing recruitment, orientation and training program for assigned personnel.
- Operate the Section within budgetary limitations, policies and procedures established by the Public Health Director.
- Assist with preparedness activities and plans for assigned section; also assist other divisions as needed.



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- Interpret department policies, procedures, purposes, services, needs and accomplishments to the community.
- Establish and maintain effective working relationships with employees, the public, community-based organizations, and other agencies.
- Attend and present section information at monthly Board of Health meetings and may represent the Public Health Director at Board of Health meetings.
- Displays a high level of leadership, initiative, effort, and commitment toward completing assignments efficiently, effectively and with program collaboration. Works with minimal supervision.
- Report individual progress, work flow, accomplishments, and challenges to the Public Health Director monthly.
- Perform other duties and responsibilities as may be assigned by the Public Health Director.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the principles and practices of public health.
- Outstanding leadership ability.
- Thorough knowledge of the changing social, political and economic influences affecting health care delivery systems.
- Considerable knowledge of administration and organization of health care services.
- Knowledge of educational trends as they relate to health care.
- Ability to guide and assist staff members in fulfilling their responsibilities for nursing and other health care services and maintaining effective working relationships.
- Ability to establish and maintain effective working relationships with employees, the public, community based organizations and other agencies.

WORKING ENVIRONMENT:

- The climate and/or temperature may not be comfortable at all times.
- Travel is expected of all staff. Stairs are present in many of the offices.
- Drug-free work place.



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- Non-smoking environment.

QUALIFICATIONS:

A Bachelor of Science degree from an accredited college or university in Nursing, Public Health, or Public Administration, or another closely related field.

At least five years of professional public health or nursing experience in a generalized family health nursing service, including three years in a supervisory or administrative capacity.

A Master of Science degree from a university or college approved for public health nursing preparation by the National League of Nursing or the American Public Health Association and supervisory experience or a Master of Public Health degree is preferred.

LICENSURE:

Must possess a license to practice as a registered nurse in the State of Colorado.