

CSUDH

CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS

Director of Student Health Services

Position Profile



Prepared by **Keeling Associates**
Change for Learning

The Opportunity



California State University, Dominguez Hills (CSUDH) announces the search for the Director of Student Health Services, a tremendous opportunity for an experienced clinician and leader with a passion to serve and positively influence the health and wellbeing of university students. The Director needs to identify and implement strategies to ensure quality health services are accessible to a diverse student

body. The new Director will be expected to provide leadership, vision, and direction in developing a revitalized and renewed approach that provides holistic and integrated care. The Director is responsible for managing all aspects of the provision of primary medical care to meet students' needs. Student Health Services has recently completed the AAAHC review process and is now accredited for another three-year cycle. Student Health Services, Student Psychological Services, and Health Promotion are located together in the Student Health Center.

Centrally located in the South Bay and the heart of Los Angeles, [CSUDH](#) is the most diverse institution within the CSU system with a student population that includes many individuals who have been underserved related to access to medical, and other, services and care. The Director must demonstrate an understanding of equity and inclusion, especially related to healthcare, and the challenges and opportunities of providing care to an underserved and diverse population. This is an exciting role for a nurse practitioner or physician who has the passion and commitment to motivate clinicians and staff to not only care for their students, but to educate and prepare them for being strong healthcare consumers and advocates for their own wellbeing. It is expected that the Director will provide clinical care to students with most of their time dedicated to the leadership and administrative duties of the position.



Position Summary

Under the administrative direction of the Vice President of Student Affairs, the Director of Student Health Services is responsible for planning, organizing, directing, and coordinating the primary medical care services offered in the Student Health Center (SHC). This level of administrative decision-making is carried out with a high degree of independence and requires the ability to make analyses of complex issues and determine solutions to multi-faceted problems. The Incumbent is responsible for the oversight of medical care for, and treatment to, students; supervising and evaluating clinical practitioners; coordinating and directing clinic operations; and serving as a member of the management team in developing and recommending policies, procedures, and programs for overall student health services, as well as the division of Student Affairs.

This position actively engages and works closely with the Director of Psychological Services to develop, evaluate, recommend, and implement comprehensive medical and behavioral health initiatives that incorporate diversity, equity, and inclusion. This position also serves on the Student Affairs Leadership team, with a direct reporting line to the Vice President.



Primary Responsibilities:

Strategic and Administrative Leadership

- Supervises, directs, and evaluates, directly or indirectly, the work performance of staff physicians, nurse practitioners, nursing staff, and radiologic technologist, pharmacist, clinical laboratory scientists (e.g., lab techs) and various administrative staff (i.e., medical records clerk and assistant to director). Provides general oversight for hiring and supervision of Student Assistants.
- Recommends personnel actions, including hiring, retention, or release of medical staff, to the Vice President, and has full authority for certain personnel actions.
- Develops and coordinates provider scheduling to meet clinical staffing needs and makes recommendations for time and leave utilization.
- Oversees the Medical Records and Appointment Services to integrate policies and procedures, clarify scheduling concerns, and provide consultation on issues impacting clinical services.
- Supervises, directs, and evaluates, directly or indirectly, the work performance of staff physicians, nurse practitioners, nursing staff, and radiologic technologist, pharmacist, clinical laboratory scientists (e.g., lab techs) and various administrative staff (i.e., medical records clerk and assistant to

Primary Responsibilities (Continued)

- Recommends personnel actions, including hiring, retention, or release of medical staff, to the Vice President, and has full authority for certain personnel actions.
- Develops and coordinates provider scheduling to meet clinical staffing needs and makes recommendations for time and leave utilization.
- Oversees the Medical Records and Appointment Services to integrate policies and procedures, clarify scheduling concerns, and provide consultation on issues impacting clinical services.
- Oversees Quality Improvement/Quality Assurance activities and programs, including clinical and administrative dimensions of accreditation.
- As a member of the management team, serves as a key participant in formulating and recommending health services programs, policies, and procedures to the Vice President. Serves as principal advisor to the Vice President in rendering professional expertise relative to University health issues.
- Develops relationships and conducts negotiations with community medical care programs and processes for such activities as recruitment of clinical staff, identifying resources for augmenting health care services, and articulating SHS clinical activities and needs.
- Assumes responsibility for coordinating the development and updating of clinical policies, procedures, and protocols.
- Prepares agenda and chairs Clinical Staff meetings.
- Assists in development of and participates in educational programs providing services to students, faculty, and staff. Identifies key issues in college health for short and long-term strategic planning.
- Serves on SHC and University committees as needed and/or directed by the Vice President.
- Assumes responsibility for drug formulary, in conjunction with pharmacist and medical staff.
- Maintains professional relationships with faculty and staff for the purpose of providing consultation on health issues, resolving problems, and integrating campus needs and resources with health service.
- Maintains updated knowledge of CSU policies and practices related to Student Health Center.
- Works with Chancellor's Office personnel and interprets policy changes to clinical staff.
- May be involved in health care partnerships with the community, including grant writing and research activities relevant to Student Health Services programs.
- Performs other related administrative duties as assigned by the Vice President.

Primary Responsibilities (Continued)

Clinical Care and Oversight

- Provides primary health care within the scope of their license for students on an appointment and walk in basis, potentially including clinical interview, physical diagnosis, psychosocial assessment, management of health and illness needs, and health education.
- Provides limited primary health care within the scope of their license for staff and faculty in accordance with CSU policy.
- Provides clinical leadership and consultation, as appropriate, on prevention, assessment, and management of health problems manifested by Student Health Center patients.
- Serves as resource to staff physicians and nurse practitioners. Recommends and orders diagnostic tests as appropriate and needed. Provides clinical consultation to ancillary services, including identification of the physician-designated director of the laboratory.
- Keeps abreast of advances in diagnoses and treatment, as well as public health issues affecting CSUDH students
- Reviews health records as needed to determine appropriateness of care.
- Makes referrals to on-campus and off-campus resources as needed.



Qualifications

Minimum Qualifications:

- Unrestricted and current license as a Nurse Practitioner or physician; licensed, or eligible to be licensed without delay, in the State of California.
 - If a Nurse Practitioner, should have at least a master's degree and national certification.
 - If a physician, board certification or eligibility in Family Practice, Internal Medicine, Preventive Medicine, Emergency Medicine, Pediatrics, or Obstetrics/Gynecology.
- Minimum of eight years of professional related experience
- Minimum of three years of experience as a nurse practitioner or physician in direct patient care.
- Demonstrated experience in primary health care leadership and administration.
- Current possession of DEA number for prescribing providers.
- Current possession of appropriate CPR



Preferred Qualifications:

- At least 2 years of increasingly responsible clinical experience at an outpatient ambulatory care clinic, college health center, Emergency Room facility, or community health center or similar non-profit.
- Familiarity with computer technology and medical information technology in particular.

Qualifications (Continued)

To be successful, candidates should demonstrate the following:

Knowledge of:

- Functions of a student health services program, including its relationship to other programs in the University.
- Effective team building and team management skills, including demonstrated ability to work as a member of a team.
- Thorough knowledge of Quality Improvement practice.
- Knowledge of accreditation standards, medical laws and medical ethics.



Ability to:

- Define and maintain high clinical and administrative standards of primary health care practice, assess quality of care, and oversee the writing/institutionalization of policies, procedures, protocols and strategies in a university health care setting.
- Provide leadership to clinical and administrative staff, including ability to motivate, supervise and evaluate work performance.
- Plan, organize and direct clinical and administrative operations. Analyze complex problems, reach logical solutions, and implement needed changes.
- Demonstrate strong interpersonal communication skills and the ability to work tactfully and harmoniously with students, staff, and other members of the campus community.
- Work effectively with a diverse student body, including an understanding and knowledge of related cultural influences that may affect health.
- Use broadly adaptable skills to accommodate many variable situations and projects related to the health and welfare of students.
- Communicate effectively in writing.

Application Process

Keeling & Associates, LLC is pleased to be supporting CSU Dominguez Hills for this search. Applications should include a cover letter clearly addressing the position requirements, and a resume/curriculum vitae. Materials must be sent, preferably as PDFs, to recruiting@keelingassociates.com with subject heading "CSUDH SHS." A confidential review of applicants will begin on November 8, 2021, and materials received by that date will receive full consideration. The search will continue until an appointment is made.

Confidential inquiries and nominations should be addressed to Jeff Ewing, Senior Consultant for Executive Search, at jfewing@keelingassociates.com.



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Individuals with disabilities requesting accommodations under the Americans with Disabilities Act (ADA) may call the Human Resources Office at (310) 243-3771.

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