



# WILLAMETTE UNIVERSITY

## Director of Health Services (Lead Nurse Practitioner)



Prepared by **Keeling**  **Associates**  
Change for Learning

# The Opportunity



**Willamette University** is seeking an experienced, collaborative, and culturally-informed **Director of Health Services** (Lead Nurse Practitioner) to oversee the day-to-day operations of the Bishop Wellness Center health clinic which provides primary medical care to students. The Director supervises the medical staff, develops strategy for short and long-term operations, and provides consultation and resources to the university community.

The staff and providers of Bishop Wellness Center are committed to creating a safe, welcoming, and affirming environment for all, inclusive of students who access services as well as all individuals who are part of the larger Willamette community. The Center views inclusion as encompassing intersecting identities, including ethnic/racial identity, nationality, sex, gender identity, gender expression, sexual orientation, religion/spirituality, socioeconomic status, age, body shape/size, ability, and point of view. They celebrate difference as valuable and essential to the strengthening of the community and the enrichment of the lives of students.

## Position Summary

Reporting to the Associate Dean of Health and Well-Being, the Director of Health Services provides leadership and culturally informed primary medical care to undergraduate, graduate, law, PNCA, and international students at Willamette University. The Director must be knowledgeable and passionate about college student health and identity development, as they work collaboratively with medical and counseling providers in a multi-disciplinary and holistic wellness center.

In order to provide a healthy, safe, and accessible environment for students, the Director has the unique opportunity to center identity and holistic well-being at Willamette. Aligned with the strategic vision for the University to expand student support in the key area of health and well-being, the Director will form partnerships with faculty and staff in areas including but not limited to Multicultural Affairs, Gender Resource and Advocacy Center, Accessible Education Services, Housing, and Athletics. Additionally, this role advises student groups as appropriate.

# Primary Responsibilities

## Health Clinic Operations

- ▶ Oversees all Health Services operations: Monitors student needs and ensures adequate staff to meet those needs. Includes the recruiting, selecting, hiring, orienting, and training of all Health Services staff; scheduling of staff to meet student needs; writing job descriptions; supervising, motivating, and evaluating Health Services staff, including conducting annual performance evaluations.
- ▶ Provides leadership for the development of culturally informed services that meet the needs of a diverse student population, including collaboration with all Willamette University colleges, TIUA, and PNCA in providing health care for their students.
- ▶ Regularly review patient care with staff clinicians; ensure the confidentiality of patient information.
- ▶ Oversees ordering of medications, vaccines, equipment and other clinic supplies; and communicating with federal and state agencies to ensure compliance with laws relating to health care, i.e. communicable diseases, CLIA, OSHA, and prescription medication dispensing.
- ▶ Ensures operation of medical and administrative equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.



## Administrative Leadership

- ▶ Provides administrative leadership to Health Services, including program evaluation; facility planning; budgeting; risk management; and long-range planning.
- ▶ Responsible for electronic security and database issues related to protected health information for students including electronic health records systems.
- ▶ Oversees budget development and management for Health Service; recommends any budgetary or operational needs; researches, develops, and proposes policies and procedures to support the Associate Dean for Health and Well-being particularly as it relates to student health and wellness.
- ▶ Provides public health consultation to the campus community.



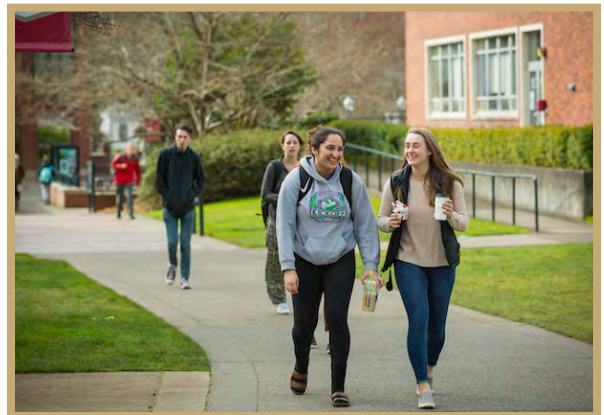
## Administrative Leadership (continued)

- ▶ Serves as an ad-hoc member of campus committees as appropriate, including Threat Assessment and the Medical Withdrawal Committee.
- ▶ Develops and actively maintains collaborative working relationships with state and local health care providers, public health officials, and business and industry representatives as appropriate.
- ▶ Collaborates with Wellness Center Director, and Student Insurance Coordinator in evaluating insurance programs. Recommends upgrades or changes to the plan so as to provide for the best coverage for Willamette students.
- ▶ Serves as the primary Electronic Health Record (EHR) administrator and custodian of health records in Health Services. Troubleshoots technical problems with clinical staff as they arise, and develops efficiencies.
- ▶ Responds to concerns, complaints, and requests for information from parents, students, faculty, staff, and students.
- ▶ Attend local, regional, or national college health meetings and remain professionally active. Member of the American College Health Association (ACHA).



## Provision of Medical Services

- ▶ Provides direct care to patients as required, and within the scope of the license held, performs independent clinical assessment, diagnosis and treatment of health problems. Obtains personal histories; performs physical exams; orders and interprets laboratory results; develops and implements treatment plans.
- ▶ Works collaboratively with other Health Service clinic staff to provide quality, comprehensive and confidential care.
- ▶ Stay current with advances in medicine and other clinical and legal issues through appropriate continuing education.



## Regulatory Compliance and Risk Management

- ▶ Assures quality of care by developing and interpreting Health Services policies, procedures, and standards of care; assuring communication and compliance with relevant regulatory boards (Oregon State Board of Nursing, CLIA, OHSA, for example), and other governing agency regulations; measuring health outcomes against standards; and making or recommending adjustments.
- ▶ Oversees and is the provider of record for the Health Service's dispensary's licensure and compliance with standards put forth by the Oregon Board of Pharmacy.
- ▶ Provides leadership in public health emergency preparedness (e.g., pandemic influenza, COVID-19) and response.
- ▶ Collaborates with other staff to review immunization and health history information for entering students to ensure compliance with the State of Oregon's measles immunization law.
- ▶ Protects patients and employees by developing and interpreting infection-control policies and protocols; adhering to medication administration, storage procedures, and controlled substance regulations.
- ▶ Performs other duties as assigned.



# Qualifications

- ▶ Licensure in Oregon as a Nurse Practitioner with prescription and dispensing privileges (or able to obtain licensure by start of employment), including a Controlled Substance Registration (DEA) Certificate. Must be licensed and in good standing with no discipline history by the appropriate Regulatory Board.
- ▶ Minimum of three years medical clinic experience as a nurse practitioner.
- ▶ Strong clinical, supervisory, communication, interpersonal, organizational, time management, and administrative skills.
- ▶ Ability to work collaboratively with on- and off-campus partners.
- ▶ Demonstrated commitment to social justice, inclusion and equity with experience in providing advocacy for BIPOC and marginalized communities (includes, but not limited to: race, ethnicity, sexual orientation, ability, and socio-economic status).
- ▶ Crisis management skills and ability to work effectively with public health partners to respond to public health emergencies.
- ▶ 3 years administrative experience in a health clinic, including supervising other clinicians.
- ▶ Experience administering Electronic Health Record program/software in a health setting.
- ▶ Excellent time management and organizational skills with proficiency in the use of computers for communications, data management, data reporting, and analysis. Ability to learn and adapt quickly to new software.
- ▶ Strong leadership and interpersonal skills are essential; excellent written and verbal communication skills, being sensitive to the various needs of students, families, alumni, faculty, staff, and community members. Ability to represent the university well to the broader community.
- ▶ Ability to work independently as well as a proven record of teamwork, collaboration, and harmonious relations with other staff, faculty and students.
- ▶ Ability to execute those physical activities required to perform the essential functions including, but not limited to, regular standing, sitting, and being mobile; continual talking and hearing both in person and on the telephone; regular seeing; and all other activities required to perform essential functions.
- ▶ Successful completion of a criminal conviction record check.



## Preferred Qualifications

- ▶ Five years of experience in the delivery and/or administration of health services.
- ▶ At least three years of experience working with traditionally college aged clientele, preferably in a college or university health center.
- ▶ Five or more years of medical clinic experience as a nurse practitioner or physician.
- ▶ Three years supervisory experience in a health care setting.
- ▶ Experience in providing health care in a college/university/ school setting.

# About Willamette University

Willamette University, founded in 1842, is a nationally recognized liberal arts university with graduate programs in law and business. Willamette is the first university established in the western U.S. and the university motto, “Not unto ourselves alone are we born,” speaks to the commitment to community service, extraordinary collaboration between faculty and students, and tradition of service and civic engagement.

Adjacent to the Oregon State Capitol in Salem sits the historic campus which hosts a distinguished liberal arts college. The downtown Portland campus is home to the Pacific Northwest College of Art, where artists, designers, and scholars shape the creative landscape. A diverse community with well-established neighborhoods, Salem is 47 miles south of Portland and an hour from the Cascade Mountains and the Oregon coast. Salem lies in the center of the lush Willamette Valley, surrounded by green pastures, fields of flowers, gardens, vegetables, orchards, and vineyards. Several parks are within walking distance from the vibrant shopping district and historic downtown, inviting residents and visitors to enjoy the outdoors year-round.

Willamette offers a comprehensive benefits package, including health and wellness, retirement, insurance, education, and more. For a full list of benefits and worklife, please visit <https://willamette.edu/offices/hr/benefits/index.html>

# Application Process

Willamette University has partnered with Keeling & Associates in this search process. Applications should include a cover letter and resume and must be sent, preferably in PDF format, to [recruiting@KeelingAssociates.com](mailto:recruiting@KeelingAssociates.com). The subject line of the email should read “WMU—Director of Health Services.” Confidential inquiries and nominations should be addressed to Dr. Shadia Sachedina, Consultant, Keeling & Associates, at [ssachedina@keelingassociates.com](mailto:ssachedina@keelingassociates.com). Applications will be accepted until the position is filled.



*Willamette University's educational facilities, activities and employment opportunities shall be offered without regard to race, color, religion, sex, national origin, marital status, veteran status, actual or perceived sexual orientation, gender identity, gender expression, or status with regard to pregnancy, disability or age. Willamette is firmly committed to adhering to the letter and spirit of all federal and state equal opportunity and civil rights laws, including but not limited to Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967 (ADEA), the Age Discrimination Act of 1975, the Americans with Disabilities Act (ADA) of 1990, and their implementing regulations.*