

## CLINIC DIRECTOR

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<b>Status:</b>	FLSA non exempt.
<b>Salary:</b>	\$30,000 Full-time
<b>Title:</b>	CREDIT CLINIC DIRECTOR
<b>Location:</b>	State of Delaware (3 counties)
<b>Schedule:</b>	Full Time - flexible schedule (some nights & weekends)
<b>Reports to:</b>	Executive Director

## STATEMENT OF THE JOB (SPECIFIC FUNCTION)

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- Primarily responsible for delivery of services through the appropriate Clinic which requires providing education, outreach, client services, coordinating and training volunteers, marketing to the target community, and assessing program effectiveness.
- Engages in strategic and comprehensive education, outreach, marketing, and advocacy efforts to advance organizational and programmatic mission, and develops and maintains strong relationships with community partners and other referral sources by attending meetings and other events.
- Performs workshop training delivery for existing and new programs and conducts periodic program evaluation. Stays abreast of current best practices and changing market forces, and leading curriculum research. Contributes to program design and proposal writing as appropriate. Coordinates logistics of workshop delivery (including scheduling, marketing, facilitating), and other pre-planning and data entry activities. Ensures that classroom instruction proceeds as scheduled by arranging for or acting as substitute instructor when necessary. Ensures adherence to funders obligations and quality of workshop facilitation by communicating with staff, program participants, and other stakeholders, monitoring daily program functioning, and collecting and analyzing program outcome data utilizing electronic information management system.
- Facilitates issue resolution and provides overall support to assist with both English and Spanish-speaking constituent services and retention efforts in

the Clinic. Provides daily constituent support that includes referrals, marketing, outreach, and coordination of external resources. Daily constituent support may include responding to inquiries, involving and coordinating volunteers, researching reports aimed at overall quality improvements and possible efficiencies and productivity, and updating and maintaining documentation; all tasks associated with resolution of constituent issues; gathering and analyzing information for problem resolution as needed. Clinic Director seeks advice and assistance from more experienced associates or referral sources on more complex problems and issues as appropriate. Coordinates intakes, resolution, and referral process. Receives phone calls from referral sources, takes intakes/referral information, and performs other service and administrative tasks.

- Our constituency includes our volunteers, media, funders, clients, corporations, government, and other not for profit organizations. Coordinates volunteers to assure our client services are offered at full capacity, effectively and efficiently.
- Designs and publishes low-cost marketing material that promotes a deeper understanding of our organization and our program to our target constituency. Assists in publishing periodic newsletter and facilitating and hosting radio programs. Liaisons with referring agencies, conducts program outreach to referral sources and markets programs to potential referral sources and funding sources. Tracks and reports contract performance vs. goals.
- Uses data management tools to track and assure quality data entry and completed files. Analyzes reports and designs corrective action plans when outcomes are not on target.
- Assists Executive Director with projects as assigned. Other duties as assigned.

## QUALIFICATION REQUIREMENTS

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- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Excellent communication, organization, and time management skills.
- Ability to multitask and handle potentially stressful situations calmly and appropriately.
- High energy, enthusiastic, strong commitment to public service and social justice.
- Knowledge of local community and social/economic related issues which negatively impact underserved populations.
- Ability to develop collaborative partnerships between and among diverse groups of people.
- Must be a creative thinker, self-starter, with good writing skills, and the ability to work well independently as well as with a team.
- Fluency in English & **Spanish language required.**
- Must have passion for DCRAC's mission.
- Must exhibit professionalism in dress, manner, behavior, and communication, and exercise judgment and diplomacy in representing DCRAC within the community and among diverse groups.
- Ability to work under tight time constraints, get along with others and handle difficulties or conflicts in appropriate ways.
- Problem solving, time management, and ability to grasp the whole picture are essential.
- **Bachelor's degree required.**
- At least 1 year experience in marketing, or engaging the community to organize and become involved, and proficiency in analytical thinking and writing.

- Experience with diverse populations, adult training programs, outreach and recruitment and curriculum development preferred.
- Must be efficient in the use of Microsoft Word, Excel and Access.
- The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**WORKING CONDITIONS (PHYSICAL ENVIRONMENT)**

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- Normal busy office with regular interruptions (phones, staff, other personnel, customers, etc.).
- Ability to use selective attention.
- Also involves extensive work in the community at service learning sites.

**Remember**, client information is confidential and must be kept safe. It cannot be shared with anyone without a written permission from the clients.

**I have read and understood the above job description and agree to abide by it.**

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**Employee Name**

**Signature**

**Date**