

Position Profile

Executive Director

La Clínica del Pueblo, a Federally Qualified Health Center (“FQHC”), seeks a passionate and community-oriented Executive Director who will advance the organization’s mission to build a healthy Latino community through the provision of culturally-appropriate, quality health services throughout the metropolitan D.C. region, focusing on those most in need.

Founded in 1983, La Clínica del Pueblo envisions a diverse, inclusive, healthy, safe, and happy community, free from violence and discrimination, where individuals have access to health care and are well-informed and empowered to care for themselves and their families. The organization continually advocates for healthcare as a human right, envisioning its community united and organized to end health inequities based on immigration status, language, gender, sexual identity, and race.

La Clínica was originally founded as a one-room clinic in direct response to the health care needs of Latino immigrants (predominately Central American refugees). In 1995, La Clínica incorporated as a non-profit 501(c)(3) agency, and in 2007 it became a FQHC. La Clínica currently maintains four sites throughout the metro area and provides services at additional community-based locations, serving approximately 4,500 patients with primary health care services, community outreach and education, and other support services to ensure patients are able to achieve optimum health.

We are looking for our next Executive Director, as our current Executive Director is leaving after 9 years in the position, and 18 years with the organization.



The Organization

La Clínica embodies a comprehensive and holistic approach to community and population health. In addition to our stand-alone healthcare clinics in Columbia Heights, D.C. and Hyattsville, Maryland, La Clínica also runs a number of community-based initiatives. La Clínica’s satellite location in the District, La Casa (Community Health Action Center), serves as a community cultural

and wellness center, and also hosts La Clínica's non-clinical gender and reproductive health programs, including Empoderate, a program that provides a safe space for Latinx LGBTQ immigrants and the Entre Amigas program, which provides support services and workshops for Latinx women, with a focus on reproductive health and domestic violence. The Empoderate program also has a center in Langley Park, Maryland. La Clínica's Mi Refugio program serves Latinx youth through mental health services, social skills building, college preparation, and health education, in a high school in Hyattsville, MD. In 2015, La Clínica was recognized by the Federal Government as a high value health center for its consistently high quality, excellent health outcomes, and community accessibility.

In 2017, La Clínica served more than 4,400 patients with culturally and linguistically accessible medical services in both our D.C. and Hyattsville-based clinics, provided more than 20,000 community-based services, and more than 17,000 interpretation services across the region. Seventy-five percent of our patients are Central American immigrants, and 90% are extremely low income. La Clínica services include:

- **Patient services** – Provide vital primary health care services regardless of ability to pay. La Clínica is recognized as a level III patient centered medical home by NCQA, with the patient as the most important and active member of the healthcare team.
- **Mental health & substance abuse** – Behavioral health services are co-located and integrated with clinical services and provide individual, couples, and group therapy with a focus on parenting, family reunification, and stress reduction, as well as intensive outpatient treatment for substance use disorders. During the past three years La Clínica has piloted and successfully run a school-based mental health services program focusing on most at-risk adolescent newcomers; a total of 57 youth have graduated high-school with supports from this program.
- **Health equity and Community health action** – La Clínica's outreach and health education programs focus on increasing understanding and awareness of the major chronic diseases affecting the Latinx community with a corps of 40 trained health promoters who act as peer-navigators. Additional programs that fall under the HECHA department include Empoderate: a safe space for Latinx LGBTQ immigrants where HIV/STI prevention and testing take place, support groups, and wrap around services; Entre Amigas: support and navigation for survivors of gender-based violence; and health advocacy.
- **Language services** – La Clínica's Community Interpreter Program has served the needs of Limited English Proficient patients since 1996. La Clínica provides medical interpretation in eight languages on-site and at community health organizations and local hospitals. La Clínica also provides simultaneous interpretation and translation services for individuals and for businesses.



La Clínica's work is guided by the following values:

- **Health Equity:** We believe that health care is a human right. We bring special focus on immigrant health equity.
- **Community:** We strive to empower and embody the community around us by staying true to our grassroots as a Latino service organization.
- **Perseverance:** We are strong, hardworking, and dedicated to working with patients as long as it takes to meet their needs.
- **Quality Care:** We welcome all in a compassionate, culturally sensitive manner. We seek to expand access to health care and to provide the best possible professional care for our patients in a holistic, sustainable, cost-effective manner.
- **Collaboration:** We are stronger by working together in an integrated model, by extending our reach through meaningful alliances, and by partnering with our patients to share responsibility in their health.
- **Enthusiasm:** We celebrate our community and culture. We seek to bring joy, care, generosity and positivity to even the most challenging situations.

La Clínica is governed by a 11-person board. As mandated by FQHC requirements, 51% of the Board must be patients or the family member of patients. The organization's budget is currently \$12.5 million, made up of a diversified funding base of state and federal funding, local and private foundations, corporations and earned income through reimbursements and insurance. La Clínica currently has 115 staff.

For more information, see www.lcdp.org

The Position

La Clínica is seeking an Executive Director who fully embraces our mission and has the leadership skills to build strong relationships and advocate on behalf of our community's needs, while also improving the organization's internal capacity, financial sustainability, and infrastructure, all necessary to support the growing number of sites and programs.

Key Responsibilities

Reporting to the Board of Directors, the Executive Director will provide leadership to the organization and manage its day-to-day operations. Primary responsibilities include:

- Serve as the face of the organization and connect with key partners, funders and vendors.
- Ensure adherence to FQHC and other regulatory requirements.
- Ensure strong patient and programmatic outcomes.
- Maintain La Clínica's strong reputation in the community and with key stakeholders.
- Maintain and improve the human resources of the institution and support staff commitment to La Clínica's mission and commitment to being of and for the community.
- Establish and build collaborative relationships with external partners that lead to strategic partnerships and innovative models.
- Working in partnership with the Development Officer to raise funds from diverse funding sources including government grants, private foundation grants, and individual donors.
- Work collaboratively with the Board to set the organization's strategic direction.
- Foster a collaborative, inclusive and collegial environment for staff.
- Keep current on best practices in health care delivery, administration and community health.
- Work in partnership with the Board to ensure the organization's long term financial sustainability and ability to adapt and remain nimble in an ever-changing health care environment.

Leadership Outlook and Near-Term Priorities

Our current and near-term priorities for the next 12-18 months include:

- Visibly maintain and communicate La Clínica's commitment to mission and values to staff, partners, patients, and the community.
- Play a leadership role in La Clínica's implementation of the new D.C. Clinically Integrated Network

focused on care management across multiple health care organizations.

- Continue to implement and build accountability around La Clínica's strategic plan.
- Continue to grow and build our board and develop board capacity.
- Build relationships with current funding sources and cultivate new earned and granted revenue streams.
- Evaluate the staffing and organizational structure across La Clínica sites.
- Review the staff salary structure to ensure that the salary ranges are competitive and equitable throughout the organization.
- Evaluate the financial sustainability, quality, and community benefit of our sites and services.
- Evaluate and strengthen organizational systems, protocols, and procedures.

Experience and Attributes

The ideal Executive Director will bring a passion for La Clínica's work, exemplary leadership skills, and an innate understanding of how to navigate cultural differences.

- A strong passion for the mission and philosophy of La Clínica.
- Ability and desire to organize and manage complex organizational finances with multiple reporting and funding restrictions.
- Exceptional interpersonal skills, strong written and oral communication skills, including being a good listener, consensus builder, with the ability to interact with and bridge diverse audiences.
- An inspiring and inclusive leadership style with a successful track record of collaboratively managing, developing and coaching staff so they can perform at their highest levels, and building cohesive teams.
- A strong connection to and understanding of the Latinx immigrant community.
- Strong preference for experience with health care regulation and administration, with a preference for senior leadership experience at an FQHC and/or in public health.
- Ability to capitalize on opportunities and address barriers to services within an expanded health campus and other outreach settings.
- Experience developing collaborative and positive relationships with different health system stakeholder groups.

- Strong track record of managing organizational growth effectively and appropriately.
- Seven or more years of senior leadership experience.
- Experience in issue-based advocacy and/or political savviness preferred.
- Because of the clientele we serve and the fact that we conduct board meetings in Spanish and English, Spanish and English fluency required.

Application Process

To apply, e-mail resume, cover letter and salary requirements to: LaClinica@raffa.com (e-mail applications are required). For other inquiries, contact Ginna Goodenow at ggoodenow@raffa.com. Resume reviews begins immediately.

La Clínica is an equal opportunity employer. La Clínica makes employment decisions without regard to any characteristics or status protected by law, including, but not limited to, race, age, creed, color, sex, gender identity, national origin, military status, sexual orientation, disability, marital status, religion, political affiliation, ethnicity, citizenship, personal appearance, family responsibilities, pregnancy, or matriculation in school.