

Director of Healthcare Services

Position Announcement



Position: Director of Healthcare Services

Position Type: Full-Time or Part-Time (In-Person)

Location: Sacramento, CA

Application

Deadline: November 17, 2023

To Apply: Send résumé, writing sample, three references, and a cover letter describing your interest in the position and qualifications to:

Liza Thantranon, Board Secretary
3823 V Street, Sacramento, CA 95817
liza@ghcmail.org

The Gender Health Center (GHC) is a non-profit organization located in Sacramento, California, dedicated to providing services, resources, and support to the transgender and gender diverse community. GHC strives to create a safe and inclusive space where individuals can access affirming healthcare, counseling, and community programs that address their unique needs. GHC offers a wide range of free, low-barrier services to the community, including a free hormone clinic, mental health counseling, support groups, harm reduction, legal assistance, healthcare navigation, case management, and resource referrals.

Through its advocacy efforts, GHC has played a significant role in raising awareness about trans healthcare disparities and promoting policy changes to improve the health and well-being of transgender individuals. GHC has actively engaged with legislators, community leaders, and healthcare institutions to advocate for access to gender-affirming care, trans-inclusive policies, and equitable access to services. As GHC continues to evolve, the organization remains steadfast in its commitment to promoting access to gender-affirming care, resources, and social justice in order to empower transgender individuals to live authentically and thrive in their communities.

Overview of Position

The Director of Healthcare Services will be responsible for overseeing GHC's Healthcare Services department, which includes a harm reduction program, HIV/STD testing, a free hormone prescription clinic, and an upcoming hair removal clinic. The Director of Healthcare Services will

be responsible for actively participating in staffing the department's programs as needed as well as providing oversight and administration of the department's daily operations, including supervision of the Healthcare Services department staff in order to ensure quality services. The Director of Healthcare Services will also engage in ongoing program development and evaluation.

The general and specific job responsibilities include but are not limited to:

Department Operations and Program Administration:

- Manage all aspects of department operations, including scheduling, logistics, supplies, and staffing for each program within the Healthcare Services department: harm reduction, hormone clinic, HIV/STD testing, and hair removal clinic.
- Actively participate in staffing the Healthcare Services department's direct service programs on an as-needed basis.
- Attend the twice-monthly, after-hours hormone clinics as needed.
- Ensure the department's programs are well-equipped with necessary supplies and medical equipment.
- Maintain accurate records related to department operations, inventory, and patient information.
- Collaborate with stakeholders, including medical students, volunteer healthcare clinicians, interns, and GHC staff, in order to ensure seamless functioning and efficient performance of department programs.

Grants Management, Administration, and Compliance:

- Prepare and submit regular progress reports to grantors, highlighting program achievements, challenges, and outcomes.
- Establish and maintain effective systems for tracking grant-related information, deadlines, and reporting schedules.
- Ensure proper financial management, reporting of grant funds, and grant compliance in collaboration with the Executive Director and the Director of Finance.
- Cultivate and maintain relationships with funders, including foundation representatives, government officials, and other potential grantors.

Leadership and Supervision:

- Provide leadership, direction, and oversight to the Healthcare Services department team, including harm reduction program staff, and hormone clinic interns, volunteers, and community partners.
- Foster a collaborative and supportive work environment that encourages growth and professional development.

- Conduct regular supervision meetings and performance evaluations to ensure team effectiveness.

Program Development:

- Assess the needs of our target population and develop innovative programs and services to address those needs.
- Collaborate with the executive team to define strategic goals and objectives for the department.
- Stay informed about best practices and emerging trends in transgender and gender diverse healthcare and support services.

Community Engagement:

- Build and maintain strong relationships with local organizations, healthcare providers, and community members.
- Represent GHC at community events, meetings, and conferences to promote awareness and collaboration.

Desired Qualifications

- Master's degree in social work, psychology, counseling, or related field; or equivalent experience, preferred
- Supervisory and management experience
- Demonstrated experience working with transgender, gender diverse, and non-binary individuals, preferably in a healthcare program management setting
- Familiarity with community resources, healthcare systems, and support services available to transgender, gender diverse, and non-binary people
- Excellent communication and interpersonal skills, with the ability to establish rapport, build trust, and maintain professional boundaries with community members
- Strong organizational skills, with the ability to prioritize tasks, manage time effectively, and work independently
- Empathy, sensitivity, and non-judgmental approach in supporting individuals from diverse backgrounds
- Knowledge of and commitment to social justice, diversity, and inclusion principles
- Familiarity with relevant legislation, policies, and best practices related to transgender, gender diverse, and non-binary individuals

Employment Hours, Term, and Compensation

- Part-time or Full-time, 30-40 hours per week, \$40/hour
- GHC offers an excellent fringe benefit plan