



POSITION ANNOUNCEMENT

DIRECTOR OF CLINIC OPERATIONS (MOBILE/COVID RESPONSE)

Department: Operations
Status: Full Time

Supervisor: Chief Operations Officer
Date: May 2020

A. SUMMARY: The Director of Clinic Operations is responsible for the day-to-day operations of the mobile services and COVID community testing sites. The incumbent leads the coordination of the delivery of quality patient care to facilitate member satisfaction and to support an optimal patient experience and quality outcomes. Under the direction of the COO, and in conjunction with the medical providers and clinic support teams, the director ensures quality and consistency within the patient-centered medical home; examines work flow and related operational procedures, and makes recommendations on improving patient outcomes, maximizing revenue opportunity, possible work simplification, and cost reduction improvements.

B. PRIMARY RESPONSIBILITIES:

Operations:

1. Collaborates with providers to coordinate day-to-day patient care, ensure balanced provider panels within the health care team, and facilitate appointment access for members.
2. Assesses operational workflows and makes revisions / recommendations to assure optimal operations.
3. Assist with logistics for mobile service sites and community testing sites.
4. Manage change in integrated health care delivery systems, such as work restructuring, technological innovations, and shifts in the focus of care.
5. Directs the staff to continuously monitor provider schedules for new patient availability and office maximization.
6. Ensures the patient engagement, medical support and provider teams work collaboratively to create smooth and efficient office and patient flow for a positive patient experience.
7. May serve as backup for Patient Engagement staff inclusive of scheduling appointments for all new and established patients, rescheduling, insurance verification, and fee collection.
8. Works varied and / or extended hours as operations dictate.
9. Ensures continuity of operational policies implemented across all sites.
10. Must travel to assigned sites at least monthly for observation, supervision, and quality of service delivery monitoring.

Leadership:

1. Maintains communication between medical staff, and department heads and coordinating interdepartmental functioning.
2. Demonstrates leadership and follow-up skills consistent with CareSouth Medical and Dental mission, vision, and values.
3. Develops and implements organizational policies and procedures.
4. Prepares activity reports to inform management of the status and implementation plans of

programs, services, and quality initiatives.

Human Resources:

1. Responsible for employee selection and retention including – recruitment, hiring, onboarding, continuous training, coaching, setting goals and objectives, delegating work assignments, evaluating performance, assessing competency, and administering corrective action.
2. Treats staff, providers, visitors, and patients with dignity and respect.
3. Coordinates comprehensive orientation of new staff.
4. Helps create a positive and cooperative culture.
5. Builds an environment that supports positive team morale.

Quality Assurance:

1. Collaborates with administration and care team to identify opportunities for enhancing clinical quality, efficiency, and the patient experience.
2. Demonstrates stellar customer service skills towards patients, medical staff, coworkers, and the public.
3. Reviews and analyzes facility activities and data to aid planning and risk management, and to improve service utilization.
4. Follows and actively participates in CSMD’s Quality Program and adheres to standards of improvement accordingly.

Compliance:

1. Participates in meetings, committees, and in-services.
2. Maintains oversight of staff adherence to policies and procedures as outlined in the employee manual. Oversees compliance with pertinent regulatory and certifying entities.
3. Ensures compliance with current healthcare regulations, medical laws, and high ethical standards.
4. Maintain awareness of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes, and payment options.
5. Performs other duties as assigned.

C. REQUIREMENTS:

1. Bachelor’s Degree in Public Health, Health Services Administration, Nursing or equivalent; Master’s Degree preferred. Ten years of health administration experience may substitute for bachelor’s degree. Fifteen years of health administration experience may substitute for master’s degree.
2. Must possess a minimum of three years of supervisory experience in a fast-paced multi-disciplinary practice.
3. Must have ability to learn using Electronic Health Records, mastery of Athena a plus; must have strong computer skills.
4. Excellent verbal and written communication skills.
5. Must have exceptional interpersonal communication skills.
6. Must be able to effectively resolve conflicts.
7. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies, and procedures.

D. SUPERVISES

Patient Engagement staff

E. PHYSICAL REQUIREMENTS:

1. Visual acuity - always
2. Hand – eye coordination - always
3. Lifting approximately 10-15 lbs., Pushing, Pulling - sometimes
4. Primarily sedentary
5. Stooping, Bending, and Standing - sometimes
6. Walking- frequent; short distances

F. WORK ENVIRONMENT:

1. Indoor, environmentally controlled
2. Exposure to disease or infections
3. No vibrations
4. Exposure to artificial and/or natural light
5. Minimal exposure to outdoor weather elements

APPLICATION PROCEDURE:

Please submit a completed employment application found at www.caresouth.org or the HR office. CareSouth is an EOE.

CLOSING: This announcement will remain open until filled.