



JOB DESCRIPTION

JOB TITLE: Director of Operations
REPORTS TO: Clinic Executive Director
DEPARTMENT: Administration
STATUS: Full-time, 100% FTE, Exempt, 40 hours per week

Native American Preference in hiring is given to qualified enrolled members of the Paskenta Band of Nomlaki Indians, descendants of members of the Paskenta Band and registered members of other Native American tribes or First Nations in North America provided that the individual can provide satisfactory proof of such membership in accordance with the Band's Preference Policy (Chapter 1-715 of the Paskenta Band of Nomlaki Indians Tribal Policies).

POSITION SUMMARY

The Director of Operations will be responsible for the oversight, efficiency and effectiveness of operations at Rolling Hills Clinic including patient flow, scheduling, coordination, logistics, staffing patterns, supervision, training, and process improvement efforts. Operates with considerable latitude and discretion to carry out clinic objectives. The Director of Operations must be a skilled communicator and effective leader who can encourage growth, maintain key operational procedures, create new processes, and ensure day-to-day operational and service excellence.

DUTIES & RESPONSIBILITIES

1. Develops and implements systems which facilitate efficiency and effectiveness, oversees process improvement efforts geared toward improving the quality of care, increasing provider efficiency, reducing errors, lowering costs, and increasing patient and staff satisfaction.
2. Acts as a role model and mentor by exemplifying patient service standards, excellence and committing to the mission, vision, and values.
3. Develops and fosters a collaborative, inclusive, and empowering organizational culture.
4. Provides direct supervision of clinic managers, if applicable, may include Laboratory and X-ray, Health Information Management, Patient Services and Clinical Support Services. Conducts meetings on a regular basis with each manager.
5. Ensures quality communication and dialogue between the Executive Team and Tribal Council.
6. Administers the activities of the clinic in accordance with the operational, fiscal, personnel, and other policies adopted by the Tribe.
7. Responsible for policy and procedure development, review, and implementation.
8. Monitors established strategic indicators such as supply and demand, access and cycle times. Oversees improvement efforts to meet performance goals.
9. Keeps the Executive Team informed by collecting, analyzing, reporting, and summarizing information and trends.
10. Coordinates periodic patient satisfaction surveys and responds to patient satisfaction issues and concerns.
11. Participates in routine operational reports to the Tribal Council.
12. Responsible for leading the Quality Committee, overseeing improvement processes and the Unusual Occurrence reporting process.

13. Develops, monitors and oversees departmental budgets and expenses in collaboration with department supervisors.
14. Coordinates interdepartmental and inter site functions including meetings, events, training, and communications.
15. Participates on the Senior Leadership team, Management team, Clinical Operations Committee, and ad hoc Improvement Initiatives as indicated to address organization-wide issues such as program development, training needs, safety concerns and quality assurance indicators.
16. Coordinates interpretation services including contract interpreters and staff interpreters.
17. Occasionally act as a representative and liaison of Rolling Hills Clinic with external agencies.
18. Develops and recommends annual budgets for responsible departments. Monitors all expenditures, analyzes variances, initiates corrective actions, and anticipates long term issues.
19. Participates in ad hoc committees to coordinate activities impacting clinical services.
20. Protects patient, employee and Tribal confidentiality consistent with HIPPA.
21. Monitors provider and staff productivity. Participates in the management of appropriate staffing ratios based on Clinician FTE's and budgetary constraints. Attends provider meetings as necessary.
22. Complies with federal, state, local, tribal laws, codes, and regulations.
23. Ensures agency compliance with applicable laws and regulations.
24. Other duties as assigned.

MINIMUM REQUIRED QUALIFICATIONS:

1. Bachelor's Degree in health-related, social science or business administration field required.
2. 5 years of management level experience in practice management in a health care field required.
3. Minimum 2 years supervisory experience in IHS, FQHC, or ambulatory care required.
4. Master's degree in health-related, social science or business administration may be substituted for three years of management level experience, with at least two years of supervisory experience.
5. Knowledge of BIA and IHS preferred.
6. Knowledge of Tribal Sovereignty and Indian law preferred.
7. Grant administration including proposal development and budgets is preferred.
8. Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
9. Ability to understand and adhere to established policies, procedures, and protocols.
10. Demonstrated proficiency in supervising and motivating subordinates.

COMPETENCIES:

1. Knowledge of the principles of supervision and training.
2. Knowledge of Personnel Policies and operational policies and procedures.
3. Knowledge of medical terminology and of medical center operations.
4. Skill in developing subordinates and in providing leadership.
5. Excellent interpersonal and communication skills; ability to work with physicians, dentists, nurses, and other professional/technical and management staff, patients and subordinates.
6. Thorough organization, management, and human relations skills
7. Leadership skills with an emphasis on flexibility and teamwork.
8. Demonstrated experience in working with culturally diverse populations.
9. Prior management experience and knowledge of specific operations systems of Community Health Centers, such as patient flow and billing; achievements in developing new services and patient volume.

NOTE TO APPLICANTS

Please be advised a pre-employment Drug Test and a Department of Justice Fingerprinting clearance will be required as a condition of employment.

IMMUNIZATION

TB test, vaccination immunity for Covid-19, measles, mumps, rubella, varicella, TDAP & Hep B as a condition of employment. If the records are more than 10 years old, titers are required to confirm immunity. Additionally, you will be required to obtain a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms and climb stairs. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.