



## VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

### JOB DESCRIPTION

POSITION:	DIRECTOR OF OPERATIONS
REPORTS TO:	CHIEF OPERATIONS OFFICER
POSITIONS SUPERVISED:	HEALTH CLINIC MANAGERS
CLASS:	REGULAR
CAT:	FULL-TIME
	EXEMPT

### **POSITION SUMMARY**

The Director of Operations will support, manage, and direct organization initiatives, including delivery of the highest quality Medical, Behavioral Health, Dental, Vision and Pharmacy services, while assuring corporate mission, vision, and values are met. Responsible for planning, coordinating, directing and monitoring all operational and financial aspects of Valley Health Team's health center sites, providing effective leadership to staff and oversight of the delivery of quality, cost-effective patient-centered care. Promotes high standards through development and standardization of policies and procedures and fiscal management. Co-leads clinical areas of quality performance metrics as set forth by the organization's goals and strategic plans. Understands changes in the marketplace, identifies growth opportunities, and participates with Senior Leadership in planning, development and marketing initiatives to maintain and increase market advantage. Is the driving force in Operations for ensuring quality assurance initiatives and productivity expectations are met. Ensures compliance with The Joint Commission and NCQA PCMH standards. Interacts with community organizations and other partners to promote the organization and its mission, vision and values. Has a collaborative working relationship with Executive Leadership Team, Directors, Managers and Supervisors of the organization. Understands the need to integrate disciplines across the organization to maximize the patient experience and create efficiencies of patient/family centric care.

### **DUTIES AND RESPONSIBILITIES**

1. Provide overall direction and guidance to health center staff. Communicate organizational objectives and vision.
2. Promote/drive a team approach to delivering high quality, cost-effective care where patient satisfaction and improved health outcomes are met.
3. Ensure quality, productivity, patient experience and regulatory standards are met.
4. Ensure staffing is appropriate to deliver care in a manner consistent with VHT's productivity, quality and patient experience goals.
5. Monitor patient satisfaction through various programs such as patient satisfaction surveys, PCAT rounds, Health plan grievance process and telephone call data. Develop strategies to identify trends and root causes of issues negatively impacting quality and patient satisfaction. Design, implement and monitor corrective action plans.
6. Based on projected patient enrollment and visits, monitor impact of growth on the facility's existing space plan, propose, plan and direct facility expansion and enhancement/renovation projects.
7. Assist staff with the implementation of departmental goals, policies & procedures.
8. Responsible for maintaining appropriate staffing of health center support personnel, justification of new positions and reallocation of staff to meet daily staffing requirements.
9. Ensure provider schedule and the scheduling of patients is complete and sufficient to meet productivity, quality, and patient experience goals of the organization.
10. Ensure provider support staff scheduling is sufficient to meet productivity, quality and patient experience goals of the organization.
11. Ensure referrals and medical records are processed accurately and within turnaround time standards.
12. Ensure staff is well trained initially and continual training is provided ongoing.
13. Develop instructional training materials/training modules.
14. Drive efficiencies thru continual process improvement activities including effective use of performance metrics and financial results.
15. Create and utilize reports/tools to effectively monitor key operational statistics.

16. Monitor patient flow to ensure cycle times are met and patient flow is smooth from each point of care.
17. Prepare annual operational budget, capital equipment lists, monitor departmental activity and justify variances when necessary.
18. Assist with development of grant application projects.
19. Serves as the organization's Safety Officer; chairs quarterly safety committee meetings and ensure sites are safe and well maintained and meet all licensing and regulatory requirements.
20. Ensure health center sites are maintained and have a professional appearance both internally and externally.
21. Enhance health center visibility through community involvement by participating in service and professional organizations.
22. Actively participate in organizational and ad-hoc committees, as needed.
23. Chairs monthly operations meeting.
24. Schedule staff time (lunch, sick and vacation leave) to ensure a smooth patient experience is delivered.
25. Oversee daily submission of accurate patient encounter reconciliation reports.
26. Monitor collection and reporting of daily cash collections to ensure expected receipts are met and reported accurately.
27. Perform staff evaluations.
28. Responsible for the development/training of staff in both technical aspects of position and supervision/management duties.
29. Ensure health center supplies, medications, immunizations and supplies are adequately stocked at prescribed inventory level.
30. Compile and prepare statistical reports related to operational performance.
31. Work effectively with all staff members and outside sources in a professional manner to deliver a high level of service.
32. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
33. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
34. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
35. Practice CICARE phone etiquette during all phone interactions.
36. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
37. Respect privacy and dignity of our patients, family members, visitors and co-workers.
38. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
39. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
40. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
41. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
42. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Master's degree in Healthcare Administration or related field, or bachelor's degree with five or more years of health care management experience.
2. Knowledge of Federal, State and local funding designated for health care services.
3. Working knowledge of FQHC, The Joint Commission, NCQA-PCMH and State/Federal laws/requirements governing ambulatory health services.
4. Experience with statistical process improvement techniques.
5. Exceptional leadership, mediation abilities, and multi-tasking skills. Strong commitment to customer service and excellence in healthcare.
6. Ability to communicate effectively orally and in writing.

7. Basic knowledge of statistics and graphical representation principles. Computer literate in electronic mail, word processing, and Microsoft Office software.
8. Must have excellent attention to detail
9. Must have excellent investigative and problem resolution skills
10. Ability to exercise discretion and independent judgment with respect to significant matters
11. Strong project management, organization, and analytical skills
12. Be self-motivated and have the ability to prioritize work and meet deadlines
13. Strong customer services skills (preferably within a service industry) and maintain an effective and positive working relationship with staff and customers
14. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
15. Ability to be flexible with work schedule and available to work at all site locations
16. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
17. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** 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.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

\_\_\_\_\_  
Date