JOB SUMMARY
The Operations Director has operational and oversight responsibilities for all clinic operations. The accountability of this position is to ensure high quality health care is delivered which meets or exceeds set standards while maintaining a reasonable cost structure and achieving excellent patient experience. This person supervises, coordinates and directs the activities of the clinics and other services, within the policies of the corporation as determined by the Chief Operations Officer

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Determines priorities and methods of completing workload in a timely and efficient manner.
- Establishes clinic procedures in cooperation with physicians, clinic management, and other personnel as indicated.
  - Interprets and administers policies established by the corporation.
  - Ensures compliance with established procedures and policies.
  - Develops and implements operational procedures to enhance productivity and meet QI goals and objectives
- Review monthly financial statement; reviews activities to ensure optimal utilization of facilities, services and staff.
- Work closely with other Department Heads to ensure positive outcomes
- Promotes and enacts the organization’s patient experience efforts
- Ensures compliance with internal control policies and procedures; assesses patient scheduling to ensure community needs are met.
- Manages clinic leadership in a supportive and professional manner providing guidance, constructive input and positive feedback.
- Completes annual employee performance reviews within 30 days of their annual review date, ensures each clinic Manager/Administrator completes annual reviews timely
- Oversees financial performance of the clinics.
- Assists and develops the annual budget for each clinic in conjunction with the Clinic Manager/Administrator and CFO.
- Monitors and reports on monthly performance against the budget; provides regular statistical data concerning clinic activities.
- Oversees education and outreach activities in increasing the number of persons in the community to whom health care is provided.
- Coordinates the activities in the clinics in relation to billing and collections.
  - Works with providers and CMO to ensure superbills are submitted, and notes are completed and signed timely
  - Oversees inventory reconciliation and ensures billing of supplies/vaccines
- Reviews purchase services contracts to ensure quality of service and competitive pricing and negotiates changes as needed.
- Regularly meets with each clinic Manager/Administrator to review clinic specific issues and provide guidance as indicated
- Collaborates and works closely with IT Dept to identify and implement changes to enhance efficiencies
• Oversees clinic compliances with Federal, State and county regulations via submission of required documentation.
• Oversees clinic compliance for any and all Operations Grants provided by HRSA or Private Foundations
• Reviews and updates any and all operations policies and procedures in conjunction with COO
• Prepares and ensures compliance with audits, ie: HRSA OSV, health plan, IPA, and various other programs where audits are conducted
• Supports HEDIS, PCMH, P4P and any other Population Health Management related Quality Measures Incentive Programs
• Performs other duties as directed by the supervisor.

EDUCATION, TRAINING AND EXPERIENCE
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Demonstrated experience in clinic operations with medical and dental departments
• Skills should include organizational development, personnel management, budget and resource development, patient experience, and strategic planning; demonstrated success developing and monitoring systems to manage both operational and programmatic work that involve high levels of collaboration.

Education and/or Experience
• Bachelor’s Degree from a 4-year college or university
• At least 5 years of professional experience overall, with a minimum of 3 years of senior-leadership experience supervising clinic staff

KNOWLEDGE, SKILLS AND ABILITIES
• Ability to find solutions when barriers are identified.
• Strong documentation skills.
• Ability to multi-task and prioritize when needed.
• Ability to independently seek out resources and work collaboratively.
• Ability to read, understand and follow oral and written instructions.
• Experience and work ethics that supports working within a high functioning, team-oriented environment.
• Demonstrates a willingness and ability to work under supervision.
• Ability to develop and maintain good working relationships with staff.
• Ability to use computer and learn new software programs.
• Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
• Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
• Possesses ability to communicate effectively, both verbally and in writing.
• Possesses genuine respect for others and acceptance of their individual social and cultural traits.
• Proficient knowledge of Microsoft Outlook.
• Able to travel and attend professional meetings, conferences, trainings and clinic sites.
• Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
• Performs other related duties as assigned.

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others