



UNITED INDIAN HEALTH SERVICES, INC.

Job Description

Job Title: Regional Operations Director
Division: Executive
Section: Clinical Services
Location: Del Norte or Humboldt Service Areas
Shift: Monday – Friday, 8:00 am to 5:00 pm
Report To: Chief Executive Officer
Salary Table: Table 10
Grade/Step: 15-01 to 16-10
FLSA Status: Exempt/Salaried
Approved On: August 6, 2019

Reviewed by HR: 07.16.19
Reviewed by EC: 07.26.19
Approved by BOD: 08.06.19

SUMMARY:

This executive level management position provides operational leadership for Del Norte or Humboldt service area clinics. This position serves as the dyadic equal of the Chief Clinical Officer assisting in the management of the administrative side of the Clinical Services Section. Incumbent assumes responsibility and authority for the day-to-day administrative direction, evaluation, and coordination of their assigned service area clinics and carries out the delegated authority of the Chief Executive Officer (CEO). Works closely with the Chief Clinical Officer in the planning and administration of healthcare services to include quality improvement, accreditation, budget planning, and administrative activities. Ensures client satisfaction, and implements and enforces all regulatory standards, requirements and guidelines as it related to federal, state and tribal regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Serves as a member of the Executive Leadership Team and attends Board Committee Meetings as determined by the Chief Executive Officer.
- Participates in the formulation and implementation of general policies approved by the Board of Directors; directs their administration and execution to accomplish UIHS objectives.
- Collaborates with the Division Directors, Managers and clinic leadership in their service areas for technical and quality oversight of clinical and community services. Ensures the alignment of UIHS policies and procedures with the geographic area of responsibility, ensuring consistency across the UIHS system of clinics.
- Directs the preparation of short-term and long-range plans and budgets based on corporate goals and growth objectives in conjunction with the Chief Financial Officer.
- Provides current and projected needs to maintain delivery of quality services and makes resource recommendations to the CEO.
- Recommends staff and other resources necessary for program operations and makes adjustment as deemed appropriate.
- Complies with UIHS's operational budget and practices cost management and compliance with revenue enhancement activities.
- Evaluates programmatic problems/concerns relative to the operation of the clinics within the service area, and in conjunction and coordination with the Chief Clinical Officer resolves current problems.
- Assists in the oversight of the provider clinical schedules; the clinical support staff work schedules; and other clinical work assignments.

- Conducts meetings and conferences with staff to ensure communication of explain methods and procedures, gives special instruction on difficult or unusual assignments, and answers technical questions.
- Continually monitors operations in order to improve the quality and quantity of services.
- Reviews and responds to client complaints.
- Provides input regarding personnel actions affecting service area staff.
- Assists in orientation and training new personnel. Helps determines training needs for service area and makes provision for staff training. Ensures required training is accomplished.
- Utilizes good communication skills to maintain positive relationships with co-workers, clients, providers, other departments in the agency, and with other facilities in the community.
- Prepares formal evaluation of Managers, Supervisors, and other staff as directed for interactive evaluation process.
- In collaboration with the Chief Clinical Officer; Directors; and Managers; assists in supervising personnel, programs and systems to implement effective operations and efficient flow of information.
- Responsible for preparation for various departmental reviews and inspections such as IHP review, accreditation inspection, and state licensing and inspection reviews.
- Ensures that all organization activities and operations are carried out in compliance with tribal, state, and federal regulations and laws governing business operations.
- Continually monitors operations in order to improve the quality and quantity of services, and to take and recommend necessary actions.
- Maintains an organized, and clean working environment by following organizational policies, guidelines, and safety standards
- Attends department meetings and other assigned meetings.

Attends Tribal Council Meetings and maintains a positive relationship with the Tribes and the Board Representatives of the Tribes located within the service area.

- Required to travel to UIHS clinics within service area, committee meetings, and other travel as required for position.

SUPERVISORY RESPONSIBILITIES: Exercises full administrative responsibility for the planning, development, organization, integration, and evaluation for service area UIHS clinics. Provides local supervision in conjunction with Chief Clinical Officer; Directors and Managers.

QUALIFICATIONS: To perform this job successfully, an individual must possess and demonstrate the required broad knowledge of a variety of administrative functions and activities such as Human Resources, Information Technology, Electronic Health Records and Client Records management, and Facilities management. Sufficient knowledge of community health needs and procedures (1) to effectively coordinate and integrate the clinic service programs with the medical and community health activities; (2) to provide effective efficient support for the medical and client care activities; and (3) to arrive at the best possible solution to specific problems and meet the specialized requirements of any health center situation. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION/EXPERIENCE: *Educational degrees must be from a US Department of Education accredited school.*

- Master's Degree preferred in healthcare related field with five (5) years of experience.
- Bachelor's Degree required from an accredited school with emphasis in healthcare preferred with seven (7) years of experience.
- Five (5) years progressive managerial and supervisory experience in a healthcare setting. Work must have involved a close working relationship with organization managers, clinical and other service activities.

- Current knowledge of Accreditation, Tribal, Indian Health Care, State, and Federal guidelines, regulation and standards. Demonstrated expertise in communication, negotiation, coaching, and interpersonal skills.

COMPUTER OPERATIONS:

- Proficient personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc.

LANUGUAGE SKILLS:

- Ability to read, analyze and interpret the most complex documents.
- Ability to respond both written and verbal to the most sensitive inquiries or complaints.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS:

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

- Ability to define problems, collects data, establishes facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Shall possess a valid driver's license.
- Must be able to be covered by agency's vehicle insurance and provide proof of valid private vehicle coverage.

OTHER SKILLS AND ABILITIES:

- Ability to operate standard office equipment (copier, fax, etc.).
- Must be able to work with American Indian people and be sensitive to their culture.
- Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
- Participate in proactive team efforts to achieve the Mission, Vision and Guiding principles of UIHS.
- Provide leadership to others through example and sharing of knowledge/skill.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

<i>Physical Abilities</i>		<i>Lift /Carry Push / Pull</i>		<i>Push / Pull</i>	
<i>Stand</i>	<i>F</i>	<i>10 lbs or less</i>	<i>F</i>	<i>12 lbs or less</i>	<i>O</i>
<i>Walk</i>	<i>F</i>	<i>11-20 lbs</i>	<i>O</i>	<i>13-25 lbs</i>	<i>O</i>
<i>Sit</i>	<i>F</i>	<i>21-50 lbs</i>	<i>O</i>	<i>26-40 lbs</i>	<i>O</i>
<i>Handling/Fingering</i>	<i>F</i>	<i>51-100 lbs</i>	<i>N</i>	<i>41-100 lbs</i>	<i>N</i>
<i>Reach Outward</i>	<i>O</i>	<i>Over 100 lbs</i>	<i>N</i>		
<i>Reach Above Shoulder</i>	<i>O</i>				
<i>Climb</i>	<i>N</i>				
<i>Crawl</i>	<i>N</i>				
<i>Squat or Kneel</i>	<i>O</i>				

Bend	O				
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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:

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.

The noise level in the work environment is usually moderate.

ACKNOWLEDGMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept this position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

United Indian Health Services, Inc. (UIHS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by UIHS as deemed appropriate. I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself, and that such termination can be made with or without notice.

Employee Signature

Date