**Position Title:** Operations Director

**JOB SUMMARY:** The Operations Director directs, organizes, develops, and evaluates all service delivery activities and daily clinical operations of [CHC]. The Operations Director is responsible for developing, implementing, and overseeing the organization’s operational systems, processes, workflows, policies, and procedures. This is a leadership position that is responsible for establishing and supervising patient care, supply procurement, building maintenance, enhancing patient financial services, billing and coding, front desk effectiveness, and vendor relationships. The Operations Director is hands-on and leads by example to motivate staff and deliver measurable, accountable, cost-effective results that further the mission of the organization.

# ESSENTIAL DUTIES & RESPONSIBILITIES:

* Cultivate a strong culture of service excellence and teamwork. Provide a strong day-to-day leadership presence and encourage an “open-door” policy among all staff.
* Assess clinic roles to ensure team is working to its full scope. Provide role clarity and develop career pathways in partnership with Human Resources.
* Organize provider services and schedules at two clinic locations.
* Provide direction for standardization of processes and outcomes across service lines.
* Work with leadership in developing or changing support services.
* Encourage staff to speak up and report incidents in a timely fashion.
* Support Chief Health Officer as the Chief Risk Officer in identifying and mitigating risks.
* Develop, implement, and evaluate policies and procedures by standardizing services that assure quality and safety for both patients and staff.
* Identify, organize, and direct training and educations materials for clinic staff.
* Provide project management and oversite for business and strategic initiatives.
* Supervise clinic and other support service managers (Front Office Manager, Clinic Manager, etc.)
* Create a welcoming environment for patients.
* Collaborate to improve primary care, dental and behavioral health workflows. Participate in regular quality and process improvement meetings with other clinic administrators to ensure the highest level of business efficiencies and compliance.
* Maintain and develop relationships with external organizations essential to clinic operations. Manage vendor relationships.
* Promote change to keep organization workflows aligned with achieving strategic goals and organizational growth.
* Participate in conflict resolution with staff and patients when needed.
* Teach and coach patiently and with clarity.
* Based on projected enrollment rates, patient visits, and provider productivity, monitor the impact of growth on the facility’s existing space plan, and oversee facility expansion, improvement projects and major repairs or maintenance projects as required.
* Understand health care finances, grants, and contracts.
* Ensure day to day compliance with HIPAA and OSHA.
* Partner with the Chief Health Officer to assure the delivery of high-quality primary and preventive health care services.
* Work with CFO on staffing models to ensure clinic is properly staffed based on patient volumes.
* In collaboration with the CFO, participate in the development and preparation of the clinic budget based upon organizational goals and objectives.
* Work closely with the Grants Manager to ensure clinic grant deliverables are met by supporting/enforcing pertinent requirements and reliable data.
* Work closely with the Leadership team to ensure health center compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies, including the 19 core requirements as prescribed by HRSA.
* Responsible for operational functions to streamline and improve workflow efficiencies where needed, such as patient demographic data collection and integrity, patient flow, and patient scheduling.
* Ensure staff training and monitor organizational compliance as it relates to the enrollment process of Medicaid, Medicare, [State] Indigent Care Program, Primary Care Fund, federal sliding scale fee discounts, and any services delivered under contractual relations with outside agencies.

# OTHER DUTIES AND RESPONSIBILITIES:

* Attend required internal meetings, trainings, and events.
* Other duties as assigned.

# EDUCATION AND EXPERIENCE:

**Minimum Education and Certifications:**

* Bachelor's degree is required in Healthcare Administration or Business Administration; a master’s degree in Healthcare Administration is preferred.

# Minimum Experience:

* Minimum of 10 years' experience in clinical healthcare operations or administration required; FQHC experience strongly preferred.

# KNOWLEDGE, SKILLS & ABILITIES:

* Bilingual (Spanish/English) and bicultural background preferred.
* Build rapport, collaborate, and effectively work with coworkers, volunteers, patients, and external contacts.
* High ethical standards and an appropriate professional demeanor.
* High level of proficiency in computer skills (particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPM use.
* Work independently and organize work in a way that ensures accuracy and efficiency.
* Demonstrate effective and sensitive responses to the needs and concerns of patients.
* Handle sensitive and confidential information ethically and responsibly.
* Knowledge of the core principles and practices of effective health center operations and administrative management.
* Ability to effectively manage, lead and supervise a multidisciplinary team.
* Knowledge of [CHC]’s mission, vision, strategic direction and polices to effectively communicate with staff and community partners.
* Strong analytical and problem-solving skills, with the ability to make well thought out decisions.
* Maintain a creative and positive approach to communication and problem solving.
* Excellent customer service skills with a patient focus; strong conflict resolution skills.
* Strong organizational skills and very detail oriented.
* Knowledge of fiscal planning, budgeting, and reporting.
* Ability to analyze numbers, trends, and data and come to accurate conclusions based on findings.
* Knowledge of relevant laws and public health regulations.
* Project management and process improvement skills.
* Leadership training and experience leading teams and building a strong culture.