



OPERATIONS MANAGER

JOB SUMMARY: The Operations Manager works under the leadership of the Deputy Director to plan, manage, and coordinate the operations of Central Care Integrated Health Services. He/she is responsible for the effective and efficient operations of CCIHS including implementing the strategic plan of the organization.

DUTIES

- Supervise Practice Managers to oversee daily operations of multiple health clinics including anticipating, preventing, identifying, analyzing and resolving work problems
- Ensure an adequate number of qualified staff are present to meet the patient needs, clinic productivity expectations and to maximize clinic flows
- Assist in developing policies and procedures
- Participate in grant writing and respond to RFP/RFQ
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques to improve agency practices
- Ensure efficient and effective use of materials and supplies
- Participate in the selection, training, development and evaluation of staff
- Coordinate, develop and facilitate professional development activities
- Conduct ongoing assessment and accountability activities of staff to include implementation of performance recognition and disciplinary action as merited
- Participate in program planning, design, implementation and assessment
- Participates in CCIHS's Quality Assurance/Performance Improvement Programs
- Ensures that the clinic follows federal and state regulations. (e.g. HIPAA, OSHA, CLIA, Medicare, Medicaid, Joint Commission, etc.)
- Facilitates staff meetings
- Maintains strict confidentiality of patient information
- Other duties as assigned

SKILLS

- Communicates clearly and concisely, both orally and in writing
- Demonstrates excellent problem-solving and decision-making skills
- Deals effectively with difficult people
- Interacts courteously and effectively with the public
- Deals discretely with sensitive and confidential matters
- Plans and organizes work to meet schedules and timelines
- Provides administrative and professional leadership and direction for department personnel
- Exercises good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs
- Establishes, maintains and fosters positive and professional working relationships with others

EDUCATION

- Master’s degree with 2 years’ experience in a related field preferred
- Bachelor’s degree in Business Administration, Health Administration or a related science with a minimum of 5 years of supervisory experience required

WORKING CONDITIONS

- Work a 40-hour week; Some overtime may be required
- Some weekend work required
- Some direct patient interactions/contact
- Travel required to multiple CCIHS sites
- Work effectively in fast-paced environment
- Stand for prolonged periods of time and withstand a moderate amount of walking
- Must be able to see objects and writing accurately with or without assistive devices
- Bend, stoop and lift and/or push up to 50 pounds with reasonable accommodations

I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures. I also certify that I have received a copy of this job description.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date