

POSITION DESCRIPTION

POSITION TITLE: **Administrator**

DEPARTMENT: Administration

REPORTS TO: Board of Directors

Exempt position.

Salary: Negotiable

Position summary:

Serves as the chief executive officer of the organization. This position is responsible for the overall direction and development of the organization. Through management personnel, directs, supervises and coordinates the overall operation of clinical and administrative departments.

Performance Expectations:

- Practices all aspects of Health & Safety
- Practices Human Resource activities responsibly
- Demonstrates competence in leadership, communication, professionalism, organizational and analytical skills, and technical/professional skills and knowledge in performance of duties and responsibilities
- Behavior reflects a high regard for the worth and dignity of others.
- Behavior reflects a concerted effort toward excellence in service
- Behavior reflects an openness and directness in interacting with others.

Minimum requirements:

Education/Experience: Bachelors Degree in health or business administration; Masters Degree preferred. Minimum of 5 years progressive experience in a healthcare related field. Preference given to candidates with prior experience managing a clinical office.

Eligibility: All employees must be able to provide proof of their identity and their right to work in the United States.

Skills Knowledge/Ability:

Interpersonal: Development and maintenance of effective relationship with medical and administrative staff, patients and the public. Ability to communicate effectively in writing and verbally. Skill in preparation and presentation of reports to board/shareholders. Ability to remain calm and poised in urgent situations.

Critical Thinking: Planning (strategic and short-term) and organizing. Skill in exercising initiative, judgment, problem solving and decision-making. Skill in analysis, development of comprehensive reports and interpretation of complex data. Ability to set priorities and avoid crises management.

Knowledge: Organization policies, procedures, systems and objectives. Fiscal management and human resource management techniques. Health care administration, including managed care administration, Governmental regulations and compliance requirements. Computer systems and applications.

Machines, equipment, work aides: Computer, printer, copier and telephone, voice mail, fax and basic software programs.

Work environment: Works in a well-lit air-conditioned private office. Must be able to drive between facilities. Must be able to work well under pressure.

DUTIES:

1. Financial Management.

- 1.1. Oversees the preparation of budgets by anticipating expected revenues and expenses to achieve organizational objectives.
- 1.2. Directs the preparation of periodic financial statements by measuring the relevant business activity and financial position of the organization to ensure appropriate scrutiny and financial management.
- 1.3. Supports the financial viability of the organization by identifying and fostering key business relationships with banks, accountants, attorneys, etc., to ensure the integrity of the business.
- 1.4. Develops and presents financial analyses by employing a variety of Tec inquires to enhance stakeholder understanding and improve decision making.
- 1.5. Establishes a system of controls by designing and enforcing checks and balances to minimize the risk of financial loss and ensure organizational integrity.
- 1.6. Ensures the organization receives the ongoing benefits of a qualified retirement plan by complying with federal requirements in order to avoid risk of financial penalties.
- 1.7. Oversees negotiations of third-party contracts by selecting those with terms most favorable to the organization and monitoring contract terms in order to maximize reimbursement and allow independent medical decisions.

2. Planning and marketing.

- 2.1. Formulates an effective strategic plan and gains stakeholder consensus on the organization direction to maximize the organization's success.
- 2.2. Examines the possibilities for growth by identifying opportunities for partnerships and strategic alliances to enhance market position and organizational effectiveness.
- 2.3. Informs the public of the value of the health care provided by the organization by creating effective public relations programs.

3. **Human resource Management.**

3.1. Ensures compliance with federal and state regulations by implementing and monitoring personnel policies and procedures to protect employees and the organization.

3.2. Employs the optimal number of well-matched personnel by developing an effective placement program and workforce plan in order to contribute to the success of the organization.

3.3. Oversees the compensation and benefits program by collecting and analyzing market data periodically in order to attract and retain qualified personnel consistent with values of the organization.

3.4. Addresses employee problems and concerns by maintaining proactive and responsive employee relations in order to achieve a high rate of employee satisfaction and performance.

4. **Operations.**

4.1. Oversees the collaboration of clinical and business staff in the development of policies, procedures, programs, protocols, and systems to provide an efficient and accurate patient encounter that will improve the organization's effectiveness, and the quality of patient outcomes.

4.2. Addresses requirements for accreditation and audits by establishing a system to monitor entities (staff and facilities) in need of licensure, credentialing, and re-certification to ensure regulatory compliance and continuity of service.

4.3. Provides effective communication linkages through telecommunication and/or internet-based technologies to ensure customer access, service and operational coordination.

4.4. Develops a facilities planning program to evaluate facility capabilities to meet the ongoing operational needs of the organization.

5. **Governance and organizational dynamics.**

5.1. In conjunction with physician leadership, manages a governance process that achieves organizational goals and owner participation in the governance process.

5.2. Continually improves the governing system by evaluating the effectiveness of the bylaws, policies, political dynamics, and cultural values in order to sustain healthy stakeholder relationships.

5.3. Promotes organization and individual success through ongoing support, encouragement, empowerment, and effective teamwork to enhance staff loyalty and productivity.

6. **Risk Management/Quality management.**

6.1. Resolves conflicts with internal and external stakeholders by addressing complaints immediately within established grievance procedures in order to avoid litigation.

6.2. Maintains the confidentiality of patient, staff, and organizational proprietary information by developing, instituting, and monitoring policies to protect the privacy and rights of those entities.

6.3. Responds to all reports of inappropriate conduct with corrective solutions through investigation, discussion and monitoring with organizational leadership to protect patients, staff, the organization and others.

6.4. Exercise due diligence throughout all aspects of contract management in order to diminish risk to the organization.

7. **Information Management.**

7.1. Oversees ongoing information needs for the organization.

7.2. Ensures ongoing compliance with HIPPA rules.

8. **Professional responsibility.**

8.1. Advances personal knowledge through participation in continuing education activities.

8.2. Promotes individual and organizational integrity by exhibiting ethical behavior to maintain high standards for self and for the organization.

8.3. Uses effective communication, mutual respect and consistent follow through in order to generate trust and enhance personal effectiveness.