
Johnson Memorial Health Services Job Description

Position: Director of Clinic Services
Department: Clinic Administration
Reports To: CEO
Days/Hours: Monday – Friday (exempt)
Date Approved: September 17, 2007
Reviewed/Revised: October 12, 2010

JOB SUMMARY

The Director of Clinic Services at JMHS has the overall responsibility for the organization, administration, and operation of the clinic based services and the associated cost centers. As a member of Senior Leadership this position has the responsibility to assist the CEO with the smooth running of the overall facility. The position interacts with the Administrator/CEO, other Directors, the Medical Staff, members of the Board of Directors, managers, staff, patients, and the public.

ESSENTIAL FUNCTIONS

- Assumes the leadership role in developing and operationalizing the JMHS strategic and financial plans and equipment/technology as it relates to the areas of Dawson and Boyd clinics, lab, radiology, reception, outreach and public relations.
- Participates and represents programs/services in Senior Leadership, board, and committee meetings/functions, as appropriate.
- Assures divisional compliance with organizational policies/procedures.
- Develops, accomplishes, and evaluates, with input from direct reports, the divisional or area/service goals, objectives, and strategies aligned with organizational Vision, Strategic and Financial plans.
- Develops and maintains systems and processes to support quality, risk management, safety and infection control within service areas.
- Ensures response to facility wide customer concerns or complaints. Ensures patient needs and requirements are addressed in employees' daily activities.
- Monitors performance and evaluates structures, systems, and processes in areas of responsibility; ensures adequate nursing staff to meet patients' needs; understands and represents nursing interests and concerns in discussions and decisions related to patients' care.
- Interviews, selects, orients and trains direct reports. Observes, appraises, counsels, supervises, and documents performance, and where appropriate, terminates direct reports based on performance standards.

- Develops, monitors, and operates within the operation's capital budgets and provide variance justification. Defines, monitors, and manages cost control, productivity improvement, and maximization of net revenues within the division.
- Assists the CEO with facility and medical staff initiatives and issues as appropriate. .
- Adheres to JMHS policies and practices including:
 - Demonstrates interest in and commitment to assuring service excellence
 - Demonstrates teamwork
 - Exhibits a positive attitude
 - Participates in activities directed toward evaluating and improving service area functions
 - Maintains a good record of attendance and punctuality
 - Assumes responsibility for enhancing personal and professional development.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Initiative and Judgment:

Able to manage the division independently, within established goals and objectives; initiates activities of critical nature requiring sound judgment and emotional stability.

Responsibility:

- Contacts: High degree of contact with public, clients, families, medical staff, ancillary departments, and administration. Interprets policy to contact. Twenty-four hour responsibility operation of clinic division.
- Safeguarding data/info: Works regularly with confidential information. Assists with development and interpretation of policies relating to confidentiality as they apply to organization.
- Resources: Participates in planning for use of resources for hospital based clinic division. Maintains knowledge of reimbursement system.
- Safety: Works to maximize safety of clients, employees, coworkers, and self.
- Accuracy: Loss or damage resulting from errors of communication, job knowledge or judgment are potentially serious in areas of client safety, finance, and public relations.

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS

Associate/Bachelor's Degree in Nursing, Business or related field; Master's Degree preferred. A minimum of three years experience in the area of clinic or business management with demonstrated abilities in leadership.

Must successfully complete criminal background check as required by the State of Minnesota.

MINIMUM PHYSICAL REQUIREMENTS (if any): (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.)

Note: In terms of an 8 hour workday, "Occasionally" equals 1% to 33%, "Frequently", 34% to 66%, "Continuously", 67% to 100%

In an 8 hour workday, employee must:									
	(Hours at full capacity for each activity)								
Position	None	1	2	3	4	5	6	7	8
Sit							x		
Stand		x							
Walk		x							

Employee's job requires he/she:					
Activity:	Not at All	Occasionally	Frequently	Continuously	Comments
Bend/Stoop		x			
Squat		x			
Crawl	x				
Climb (Height 8 ft)	x				
Reach above shoulder level		x			
Crouch		x			
Kneel		x			
Balance		x			
Push/Pull (# of lbs. 35)		x			

Employee's job requires he/she carry:					
Weight Carried:	Not at All	Occasionally	Frequently	Continuously	Comments
Up to 10 lbs.			x		
11-24 lbs.		x			
25-34 lbs.		x			
35-50 lbs.		x			
51-74 lbs.	x				
75-100 lbs.	x				
Over 100 lbs.	x				

Job requires employee must use feet for repetitive movements as in operating foot controls:		
Repetitive movements with foot controls:	YES	NO
Right		x
Left		x

Job requires employee use hands for repetitive action such as:							
Hand Repetitive Movements:	Simple Grasping		Firm Grasping		Fine Manipulating		Comments
	YES	NO	YES	NO	YES	NO	
Right Hand		x		x		x	
Left Hand		x		x		x	
Both Hands		x		x		x	

Does the employee's job require:			
Activity	YES	NO	Describe if Yes
Working on unprotected heights?		x	
Working on uneven terrain?		x	
Working on wet/damp surfaces?		x	
Operating moving equipment?		x	
Operating vehicles?	x		
Use of tools?		x	
Use of telephone?	x		
Use of keyboard/computer terminal?	x		
Working under time pressure?	x		
Working rapidly for long periods?		x	
Working alone?	x		
Close work?		x	
Good vision (close/distance/peripheral & depth perc)	x		
Good color vision?		x	
Good hearing?	x		
Good speaking?	x		
Reading?	x		
Writing?	x		
Simple arithmetic?	x		
Mathematics?	x		
Weighing and /or measuring?	x		

The work environment where the job is carried out:			
Job environment:	YES	NO	% of Day Spent
Indoors	x		10%
Outdoors			
At a desk or bench			
In a car or truck	x		occasionally
In an office	x		90%

Is the employee exposed to:			
Exposed to:	YES	NO	Describe if Yes
Bloodborne Pathogens/Infectious diseases?	x		
Chemicals/respiratory hazards?		x	
Noise?	x		
Dust, fumes & gases?		x	
Extreme heat or cold?		x	
Cramped areas?		x	
Working close to electrical current?		x	
Other hazards?		x	

Exposure Determination: For More Information: See Your Supervisor					
Category I		Category II		Category III	
Tasks that routinely involve exposure or potential exposure to blood, body fluids or tissues.		Tasks that do not routinely involve exposure to blood, body fluids or tissues, but exposure or potential exposure may be required as a condition of employment.		Tasks that do not routinely involve exposure to blood, body fluids or tissues (persons in this category are not called upon to perform or assist in the emergency medical aid or to be potentially exposed in any other way as a condition of employment.	
YES	NO	YES	NO	YES	NO
	x	x			

