

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Chief of Clinic Operations	Grade	
Department	Administration	Exempt	X
Immediate Supervisor	Chief Executive Officer	Non-exempt	
Supervisor next in line	N/A	Workweek	40

POSITION SUMMARY

Chief of Clinic Operations is responsible to provide the leadership and direction for all clinic operations, physician and mid-level recruitment, medical residencies and medical student programs, care coordination services, clinic and hospital registration functions and all services provided by CMMC's Registered Dietician. Member of CMMC's Executive Team. Ensures continuity and consistency across and throughout all areas of responsibility. Ensures the delivery of quality, cost-effective health care services in line with CMMC's mission, vision, values, and goals. Accountabilities include development and enhancement of services, quality of services, short- and long-range planning related to areas of responsibility, achievement of goals and objectives, fiscal control and their responsibility to manage revenue and costs, physician and interdepartmental relations, and personnel management.

Minimum Education, Experience, Licensure, Certification required:

Minimum: 4-year Bachelor's Degree in a related field
 5 years leadership experience preferred
 Multi-specialty medical group practice management preferred
 An equivalent combination of education and experience will be considered as it relates to the above

ESSENTIAL FUNCTIONS/DUTIES:
 (Must be able to perform with or without accommodation)

- 1 Maintains department's policies, procedures.
- 2 Develops and oversees business unit to ensure adherence to organizational mission, vision, values, strategic goals, and business objectives. Interprets and supports the mission and philosophy of CMMC. Responsible for the promotion of, and adherence to CMMC's Code of Conduct and corporate compliance program as it relates to the business unit.
- 3 In collaboration with administrative leaders, physician leadership, other medical staff, and other health care providers - leads, develops, and revises programs which enhance the business units. Makes decisions on how resources will be allocated. Acts as a recognized area expert within CMMC and amongst other health care providers.
- 4 Leads business units in the overall marketing, program development, and customer service priorities that support a quality and patient safety focused environment. Meet the financial objectives of the organization/business unit/department. Coordinates with Executive Team and medical staff to assure continuity in pursuing business unit and organizational goals and synergy in implementing plans and problem resolution.
- 5 Oversees Managers, Supervisors/Coordinators, and other direct reports with preparation of their business unit budget, staffing, objectives, standards, and staff education programs.
- 6 Practices process improvement principles to assess and improve the quality of the care and service provided within business units. Maintains competency in all organizational, departmental, and outside agency safety standards relevant to job performance for business units and ensures business unit's and staff compliance.
- 7 Develops, retains, recruits, and leads a talented group of leaders committed to accomplishing the organization and business unit goals and objectives and maintaining corporate compliance. Recommends, implements, and evaluates plans and systems that assures enough qualified and competent staff to provide care/services. Adheres to administrative policy/procedures relating to personnel management.
- 8 Demonstrates and encourages open communication and teamwork throughout the organization. Builds an environment of shared commitment to CMMC's goals and responsibility to achieve quality outcomes.

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9 Leads the evaluation, selection, and integration of health care technology and information management systems within the business unit that supports quality of care/financial needs and the efficient use of resources.

10 Performs other duties as assigned or as needed to meet the needs of the organization.

Knowledge, Skills, Abilities:

1. CMMC policy and procedures, both organizational and departmental
2. CMMC Code of Conduct
3. CMMC's Compliance Program
4. HIPAA and confidentiality requirements
5. Patient's rights
6. Customer service techniques
7. Regulatory standards
8. Health care environment and trends
9. Planning and development for respective business units
10. Demonstration of leadership skills and empowerment principles
11. Maintains flexibility to adapt to a variety of workload assignments
12. Budgeting and financial management
13. Personal computers, hardware and software
14. Advanced written and verbal communication skills
15. Adherence to human resource management policies, procedures and guidelines
16. Incorporate cultural diversity and age appropriate care into all aspects of communication and patient/resident care; scope of services provided will encompass age groups ranging from infant through geriatric
17. Establish and maintain effective working relationships
18. Utilize time management concepts to maximize time effectively
19. Work independently

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
X	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

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I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date