

JOB TITLE – DIRECTOR OF OPERATIONS

HOURS M-F: 8:00 AM – 5:00 PM

SUPERVISOR: Chief Operating Officer

SALARY Commensurate with Experience

FULL TIME

POSITION DUTIES/RESPONSIBILITIES: Supervise operational departments, including Clerical, Eligibility, Secretarial and Maintenance. Ensure adherence to board-approved budget and promote efficient use of organization's financial resources. Analyze and revise protocols and workflows to increase organizational efficiency. Facilitate the integration of functions across multiple departments (e.g., cross-training clerical staff from medical and dental departments). Develop and revise policies and procedures for the general operation of the organization. Develop and implement master plan for organization's facilities and physical plant. Facilitate effective internal communication and external communication related to clinic closures, etc. Manage security system and presence of security personnel as needed. Ensure timely response to interruption of operations (utility outages, inclement weather, etc.) Participate on various internal committees, such as Emergency Preparedness and Compliance & Performance Improvement. Serve on emergency preparedness incident response team to ensure the safety of patients and staff in the event of an emergency and rapid resumption of business operations. Determine training and development needs for supervised staff

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Bachelor degree in Healthcare Administration, Business or other field related to position responsibilities; combination of education and relevant experience may be substituted

REQUIRED EXPERIENCE OR SKILLS: Knowledge of healthcare operations; demonstrated success in managing operations within a complex organization; ability to analyze and improve workflows; excellent management, communication and writing skills; demonstrated experience working successfully with diverse constituencies representative of FHC's patient and staff populations preferred

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