CENTRAL PENINSULA HEALTH CENTERS, Inc.
“Dedicated to provide quality health care regardless of ability to pay.”

Job Description

NAME:
TITLE: Operations Director
REPORTS TO: Executive Director
WORK WEEK: 40 hours per week or as needed to accomplish tasks.
WAGE CLASSIFICATION: Exempt
OSHA RISK CLASSIFICATION: Low
DATE OF PREPARATION: 5/18/2004

SUMMARY POSITION STATEMENT
This position exists to ensure the smooth operation of CPHC, including direct patient services, systems management, and administrative needs.

ESSENTIAL FUNCTIONS/ROLES & RESPONSIBILITIES OF THE POSITION
- Manage human resources department.
- Coordinate staffing needs with supervisors and administration.
  - Write and maintain policies and procedures, including employee handbook & job descriptions.
  - Evaluate, maintain, and recommend equipment.
  - Manage and maintain CPHC systems: including patient services, IT, communications, building, and staffing.
  - Provide direct supervision to site managers.
  - Reports to Board of Directors and any assigned board committees.

OTHER DUTIES & RESPONSIBILITIES OF THE POSITION
- Design forms as needed for data collection.
- Supervise the collection of data required by grant directives.
- Provides budget supervision to site managers.

LEGAL CONCEPTS
- Maintain confidentiality.
- Follow federal, state and local legal guidelines.
- Follow license criteria.
- Maintain HIPAA compliance.

POSITION REQUIREMENTS
Education: Bachelor’s degree in administration. Six years of experience may substitute for education.
License: No license required.
Experience: 5 years experience in health care management.
Job Requirements:
- Be able to operate computer system and possess advanced computer skills.
• Possess “people skills” and enjoy working in a health care setting.
• Apply computer techniques to support office operations.
• Demonstrate leadership, interpersonal, budget development and management skills.
• Working knowledge of health care facility.
• Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings.
• Demonstrate the ability to analyze health care operations and make creative improvements.
• Demonstrate initiative and responsibility.
• Positive management style.

CORE VALUES
• Treat all co-workers and patients with dignity and respect.
• Project a professional manner and image.
• Adhere to ethical principles.
• Communicate effectively.
• Community Liaison.
• Follow and enforce clinic mission statement

TYPICAL PHYSICAL DEMANDS:
• Prolonged sitting, chiefly at a computer terminal.
• Occasional bending, stooping and stretching.
• Requires eye-hand coordination and manual dexterity sufficient to operate a computer, telephone, calculator and other office equipment.
• Requires normal range of hearing and eyesight to record, prepare and communicate in writing, in person and by phone.
• Requires occasional lifting up to 25 pounds.

JOB RELATIONSHIPS:
• Coordinate with Directors and Site Managers on clinic operations.
• Coordinate with Finance Director on financial matters.
• Coordinate with Dental Site Manager on dental site operations.
• Coordinate with Medical Site Manager on medical site operations.
• Provides direct supervision to site managers.
• Member of Management Team