



Job Description – Operations Director

Reports To: Executive Director

FLSA Status: Exempt

SUMMARY

This position is responsible for participating in the development of organizational strategies and leading the implementation of strategies, policies, and procedures. The Operations/Compliance Director is responsible for the day-to-day business functions of the organization, as well as ensuring that standard operational procedures (SOPs) are executed efficiently and effectively to achieve organizational objectives. This position also oversees coordination, investigation, monitoring, auditing, organization-wide education, and resolution of compliance issues. The position requires sound independent decision-making capabilities, excellent written & verbal communication skills, ability to influence, and familiarity with healthcare and business operations and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Leads collaboration to build systems to grow and sustain core services and operations.
- Provides a strong day-to-day leadership presence, remaining accessible to team members.
- Oversees the operation of non-profit clinics and other services, ensuring efficient processes which are in full compliance with all applicable laws and regulations, contractual requirements, and established policies and procedures.
- Develops, improves, and implements policies and standard operating procedures
- Supervises staff, including hiring, training, evaluating, and taking any appropriate disciplinary actions or other personnel actions.
- Accurately interprets business performance metrics and communicates them effectively across the organization
- Leads, coaches, trains, retains, and develops staff
- Communicates workplace safety procedures to employees
- Uses innovative approaches to ensure accurate, timely, responsive implementation of services and processes
- Collaborates with Finance Director to analyze budget variances and build and enhance business models that sustain growth and build capacity
- Performs other duties as assigned by Executive Director
- Proactively monitors and reports to Executive Director status of and organizational progress towards strategic and annual goals and objectives.
- Establishes and maintains positive and productive working relationships with diverse stakeholders (Board members, physicians, pharmacies, consultants, donors, team members, etc.)
- Creates and implements program and organizational changes based on evolving organizational needs.
- Cultivates a culture that follows and enhances the organization's core values, promotes financial stewardship, supports all stakeholders, and maintains a climate that attracts, keeps,

and motivates a diverse staff of top quality people.

- Investigates compliance related concerns
- Coordinates and ensures annual system-wide compliance training
- Proactively and regularly conducts and documents internal compliance reviews to identify organizational compliance exposure. Recommends and implements changes to mitigate risk, based on findings.
- Develops and/or conducts employee, vendor & physician training on compliance related topics
- Works collaboratively with leadership, various departments, and affiliated sites and vendors to establish compliance auditing and monitoring systems
- Assists in the development and modification of corporate and department specific policies and procedures and guidance documents
- Proactively monitors and stays on top of emerging compliance related issues, topics, and training. Stays current with changing legal and regulatory environment.
- Responsible for disaster planning and preparations, contingency planning, and business continuity planning.
- Fulfills the role of HIPAA Privacy Officer

OTHER RESPONSIBILITIES

Performs other work-related duties and special projects as assigned.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision of assigned staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

KNOWLEDGE AND SKILL OF:

- Modern medical office practices, procedures, and equipment
- HIV transmission, prevention, and disease process
- HIPAA/HITECH, OSHA, and other applicable rules and regulations
- Operations management in a healthcare setting
- Project management and process improvement methodologies
- Program planning and evaluation techniques
- Supervisory principles and practices

ABILITY TO:

- Communicate effectively both verbally and in writing with a diverse population varying in age, physical/mental health, lifestyles, and cultural/ethnic backgrounds
- Meet time schedules, deadlines, and plan and organize work
- Work confidently, with discretion, and independently with little direction
- Work cooperatively with others using tact, patience, and courtesy
- Maintain current knowledge of technological advances in the field

- Work with confidential data with discretion
- Plan, organize and direct operations activities
- Problem solving
- Interact effectively with diverse populations and stakeholders
- Make difficult decisions
- Establish and maintain effective working internal and external relationships.

EDUCATION and/or EXPERIENCE

Master's degree in business, healthcare administration, or related field and over 5 years of experience in healthcare business operations and strategic planning or equivalent combination of education and experience. Solid management experience in the healthcare arena, to include personnel management, overseeing and managing contracts and services, and promoting and enhancing overall operations.

CERTIFICATES, LICENSES, and/or REGISTRATIONS

Valid Florida Driver's License required.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to talk, hear and to use hands to finger, handle or feel. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand, walk, sit, and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.