



Genevive



Job Description: Operations Manager

Job Title: Operations Manager

Department: Clinical Department

Position Summary: The Operations Manager will be responsible for ensuring successful daily operations and delivery of clinical services for all service lines including Long-Term Care, Transitional Care, Home Visit Program, Triage, and Anticoagulation Services. The manager will be responsible for overseeing the operational efficiency and quality of service for each service line. The manager will lead efforts to improve clinical and financial operations in a way that supports the Genevive mission and will guide and coordinate the clinical teams. This position requires excellent organizational, communication, and leadership skills, with experience in all aspects of clinical work flow.

Supervision Received: Medical Director

Supervision Exercised: Lead HVP Nurse Manager, Lead Clinical Coordinator, Triage Nurse, and Anti-Coagulation Nurse

Hours per Pay Period: 80 **Classification:** Full-Time Exempt

Required Qualifications:

- Bachelor's Degree
- Three or more years of healthcare experience, clinical experience preferred

Preferred Qualifications:

- MHA, MBA, or equivalent
- Healthcare experience or licensed medical professional
- Five or more years of experience supervising clinical teams

Specific Duties and Responsibilities:

Operational and Clinical Staffing Management

- Manages triage and anti-coagulation staff and respective lead positions – supervisory responsibilities include, but are not limited to: recruitment, hiring process, orientation, evaluation, discipline and termination
- Develops and administers efficient and cost-effective staffing model Oversees Provider on-call schedule and coverage (point of contact and communicate on-call schedule to answering service for after hour's coverage)
- Coordinates onboarding schedule and orientation for Providers and clinical staff

- Oversee annual provider conference attendance, memberships, and subscriptions
- Reviews and approves clinical staff reimbursements, mileage, and continuing medical education requests
- Assists with gathering and assembling provider performance evaluations
- Attends and collaborates with clinical teams for regular and ad hoc meetings
- Reviews monthly manager meeting data and reports
- Develops and implements operational guidelines, policies, and procedures that support and advance Genevive's mission and vision
- Ensures safe and positive patient experiences
- Acts on behalf of Genevive as the facilities liaison; scheduling and participating in facility partnership meetings

Financial Management and Growth

- Implements and manages to departmental budget, ensuring the department's operations have the capability for appropriate forecasting of financial and growth outcomes
- Sources potential new sites or business opportunities through data collection and demographic information
- Participates in the development of business strategy

Process Improvement

- Develops and leads projects that drive operational process improvements
- Evaluates processes with direction from Medical Director or CEO to determine and improve overall departmental performances and practice management optimization
- Evaluates and recommends new technology to assist department in performance of duties
- Adapts department plans and priorities to address business and operational challenges
- Collect, organize, and summarize data for performance measurement, internal, and external reporting, and decision making

Communication and Collaboration

- Establishes and maintains an internal communication climate and network that assures open, accurate, timely, and two-way exchange of information, ideas and concerns
- Anticipates future needs of the clinical service lines and engages executive leaders in proactive action planning to meet those needs
- Actively collaborates with other members of the management team

Professional Development

- Participates in professional development activities to maintain knowledge of healthcare trends and practices

Additional Duties

- Other responsibilities and duties as assigned based upon department needs or requirements

The 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 job functions.