



Genevive

Job Description: Clinical Operations Manager

Job Title: Clinical Operations Manager

Department: Clinical

Position Summary: The Clinical Operations Manager will serve as a key employee to the clinical team. This position will help support daily operations of the clinical service line including performance management of the Providers, oversee the creation and delivery of key performance indicators for different clinical service lines and caseloads, and strategic and operational management of the staffing and clinical workflows and processes. The Clinical Operations Manager will utilize data analytics to drive process and workflow improvement to optimize both clinical and business outcomes. This position reports to the Chief Medical Officer and supervises Physicians and Nurse Practitioners.

Supervision Received: Chief Medical Officer

Supervision Exercised: Clinical Leads, Physicians, Nurse Practitioners

Hours per Pay Period: 80hrs

Classification:

Full-Time

Exempt

Part-Time

Non-Exempt

Education/Qualifications:

- Bachelor's degree with 5 -7 years of healthcare experience OR Master's in Business Administration (MBA) or Master's in Healthcare Administration (MHA) with 3+ years of health care experience
- Excellent oral and written communication skills and the ability to communicate with all levels of the organization
- Previous experience working closely with Physicians or Nurse Practitioners and/or previous experience supervising clinical staff
- Strong Microsoft Office skills, highly proficient in Microsoft Excel

Essential Functions:

Clinical Operations

- Analyze assigned geography to identify, segment, and prioritize all clinical service lines, mainly focused on Long-Term Care Facilities (LTC) and Assisted Living Facilities (ALF)
- Direct and administer a staffing model that allows Genevive to operate in an efficient, cost effective, and employee centered manner
- Partner with the Chief Medical Officer and NP Leads to establish and communicate a proactive staffing plan to ensure Provider full coverage throughout all service lines
- Create workflows for all clinical support staff to support daily operations
- Oversee the creation and management of the Provider on-call schedule and extended leave coverage



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- Evaluate current clinical processes and procedures and collaborate with clinical partners to improve the clinical operation policies and procedures to optimize departmental performance
- Implement process improvement workflows as needed for department efficiency
- Liaise between business operations and clinical care for communication and coordination
- Adapt department plans and priorities to address business and operational challenges
- Ensure department and staff stay within annual budget and stay within project timelines and budget
- Play a significant role in long-term operational and financial planning of the clinical team
- Participate in and Provider or clinical leader meetings and lead meetings or specific content as needed
- Participate in professional development activities to maintain knowledge of healthcare practices, trends, regulations to ensure department compliance
- Create and supervise a system for administering continuing medical education
- Manage major strategic clinical initiatives: work across business lines and play a vital role in managing internal operations to deliver program goal accomplishment
- Collaborate with clinical partners to update and manage clinical onboarding process and procedures for new Providers

Personnel Management

- Determines Provider hiring needs based on workflows, patient census, facility needs, growth goals, and within reasonable budget setting
- Participate in recruitment, hiring, and performance management of Physicians, Nurse Practitioners, and Leads
- Partners with the Chief Medical Officer to establish a performance management system for all clinical staff
- Partner and collaborate with Human Resources and the Chief Medical Officer in determining, monitoring, and carrying out performance improvement plans and/or disciplinary actions
- Manage day-to-day function of the Provider Leads, MD, and NP clinical teams to ensure and maintain best in class standard of patient care
- Partner with Human Resource Director and Chief Medical Officer to oversee details of Provider compensation and review productivity, panel size, and performance relative to quality goals and compensation
- Partner with Clinical Education Specialist to create and provide Provider support training, onboarding, and education as needed

Data Analytics

- Partner with Data Manager in analyzing revenue, productivity, and panel data to understand impact of business
- Create clinical departmental data reports focused in key clinical measures
- Use data analysis and metrics to develop operational policies and procedures that benefit the organization



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- Oversee the collection, organization, and summarization of performance measurement data for internal and external reporting, and decision making

Physical/Mental Demands and Work Environment:

- Work is performed in a standard office environment with occasional work from home.
- Flexible schedule with possible evening and/or weekends when necessary
- Requires office equipment, such as copiers, computers, tablets, telephones, fax machines, cell phones, and pagers. May view computer screens for long periods of time.
- Vision must be correctable to 20/20 and hearing must be in a normal range for telephone contacts.
- Work requires hand dexterity for office machine operations, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time.
- Contact with Genevive Providers and staff is frequent and occasionally interruptive.
- Performs highly complex and varied tasks requiring independent knowledge and its application Occasional stress in dealing with tense, angry and/or upset clients or staff, and/or multiple demands during deadline periods.

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.