



DIRECTOR OF CLINICAL SERVICES

POSITION SUMMARY
<p>Leads the day-to-day activities of a multi-faceted orthopedic practice to ensure a smooth, high functioning clinic, team, and unmatched patient experience. Maintains professionalism and meets demands and needs of clinic teams to improve processes, develop policy/procedure and support the development of specific training content geared to new-hires and ongoing refresher training for the clinical team members. Works in synergy with fellow TOC operational leaders to develop a cohesive team atmosphere at all levels of the organization. Director of Clinical Services will promote the market's position and image; reflective of the TOC mission, vision and values across all the communities served.</p>
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none"> • Direct oversight of clinical supervisors, operations and processes. • Serve as a liaison for physician practice to department staff, clinical management, and hospital services. • Manage and direct the efforts of physician teams and recommend personnel actions including, but not limited to hiring, performance management, scheduling and work assignments, disciplinary action, promotions, and transfers. • Create, maintain, and monitor budget for clinical teams. • Function as a liaison with physicians and staff to resolve problems related to clinical processes. • Support the development of clinical policies and procedures with the Manager of Quality and Compliance. • Support the development of clinical training content and programs with the Director of Training and Development. • Assist in the strategic planning and openings of new TOC locations. • Maximize opportunities to best utilize TOC team member resources by optimizing clinical processes. • Serve as an administrative representative on TOC Operations and QIC committees. • Work closely with the TOC Director of Operations to ensure clinical quality and process consistency across all regional locations. • Manage to swift resolution of any patient care related complaints with the support of other TOC operational leaders, depending on the nature and location of the complaint. • Perform other responsibilities associated with position as deemed appropriate.
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none"> • Advanced knowledge and understanding of compliance and privacy regulations such as HIPAA, OSHA, Joint Commission, CMS, and State and Federal Legislation • Strong communication, analytical, and organizational skills • Ability to effectively manage and promote change • Ability to communicate and work with various disciplines including management, physicians, and patients • Ability to apply management and leadership skills to attain and maintain clinical excellence in a cost-effective manner • Strong PC skills.
PHYSICAL DEMANDS
<p>Requires prolonged sitting, some bending, stooping and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone. Calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.</p>
CREDENTIALS DESIRED
<p>5+ years of clinical leadership experience, preferably in orthopedics. ASN (RN) required, BSN (RN) preferred. ATC with 5+ years of clinical leadership experience may also be considered.</p>