

BILLINGS URBAN INDIAN HEALTH AND WELLNESS CENTER (BUIHWC) OPERATIONS MANAGER

DEFINITION

Under direction, plans, organizes, supervises, coordinates and administratively directs the services of the BUIHWC outpatient Urban Indian health clinic and ancillary services; performs service delivery planning, evaluation and program policy development; and performs other work as required.

TYPICAL TASKS

Plan, organize, supervise and administratively direct clinic staff and services, manage the clinic business office, including accounting and billing, admitting, medical records and vital statistics; serve in a lead capacity to clinic staff to evaluate, recommend and implement improvements in outpatient clinic organization and services; interpret, recommend and implement clinic policies and procedures; jointly supervise the medical providers with the Executive Director; plan, develop and implement clinic public health programs; monitor grantfunded programs; develop, recommend and monitor the operating budget including revenue projections and expenditure authorizations; evaluate the clinic management information system components in coordination with the agency systems manager; in coordination with the Executive Director, negotiate, prepare and monitor medical provider and service contracts; act as liaison with State agencies to ensure compliance with State regulations governing the operations of medical clinics; review legislation and program requirements and ensure implementation and compliance as needed; maintain policy and procedural manuals; act as liaison with community organizations and local agencies to coordinate medical services and respond to community medical needs; resolve administrative problems and patient complaints; coordinate the administrative role of clinic physicians and other clinicians; work with the Executive Director to maintain clinic staffing levels; implement and integrate the quality assurance recommendations of the Medical and Executive Director; work with the Facilities/Transportation Manager to ensure facility maintenance and maintain transportation schedule; review and approve fixed asset purchases proposed by the clinic leadership group; select and supervise staff; prepare proposals; make recommendations and provide input on grant applications; prepare correspondence and reports; participate in various public health committees; coordinate community meetings, staff meetings and conferences; interpret agency policies, programs and procedures to others.

EMPLOYMENT STANDARDS

Knowledge of:

Management practices and procedures and office organization.

Principles and techniques of supervision and training.

Principles of public health practices and administration.

Working knowledge of:

Fiscal management and budgets, grant proposal writing, funding sources, and program evaluation.

Laws pertaining to the practice of medicine and of public health in the State of Montana.

Application of data processing to office automation.

Principles and procedures for planning, organizing and directing public health programs.

Some knowledge of:

Principles of administrative survey and basic statistical analysis.

Functions and services of community health services, organizations and public health clinics.

Ability to:

Plan, organize, direct, supervise and evaluate outpatient medical clinics and ancillary services.

Design and deliver in-service training programs.

Assume a leadership role in the community's health delivery system.

Analyze, evaluate and solve complex administrative problems.

Understand, interpret, explain and apply laws, regulations, policies and written and oral directions.

Supervise, train and evaluate the work of subordinate staff.

Write effective and comprehensive reports and recommendations.

Make oral presentations to small and large groups of diverse audiences.

Prepare and analyze grant proposals, service contracts, budgetary documents and financial statements.

Establish and maintain cooperative working relationships with staff, representatives of community organizations and the public.

Input, access and analyze data using a computer terminal.

Education and Experience:

Any combination of education and experience, which would provide the necessary knowledges and abilities, is qualifying. A typical way to obtain such training and experience would be:

Equivalent to graduation from a four year college in business administration, health science, social science or a related field AND three years professional administrative experience in a primary or public health care delivery setting which included budget development and operations analysis. One year of experience must have included supervisory responsibility. Substitution: A Master's Degree in Public Health may be substituted for one year of non-supervisory professional administrative experience in a health care delivery setting.

Special Requirements/Conditions:

License Requirement: Possession of a valid Montana driver license or the ability to provide suitable transportation which is approved by the appointing authority.