



Cow Creek Government Office

Healthcare Operations Manager

Job Code: 2104
Department: Clinic
Location: Canyonville and Roseburg
Minimum Salary: \$93,045.53

POSITION PURPOSE:

The Health Operations Manager (HOM) is responsible for managing an administrative staff and assisting in the overall management of the health clinics. The HOM reports to the Health Operations Officer and will provide support and assistance in managing and providing leadership to the Health Clinics and Department.

Position Duties:

- Oversees the overall management of health center, providing supervision of administration staff and assists with oversight of other health programs and staff.
- Manages administrative and operational processes and monitors all daily operational processes.
- Identifies process improvement opportunities and presents resolutions and recommendations to the Medical Director, Health Operations Officer.
- Ensure a work environment always promoting employee safety including workplace safety guidelines are followed for staff and vendors. Assists in meeting healthcare regulatory requirements to include risk management, infection control, and customer safety.
- Makes recommendations regarding staffing model based on objective scheduling & volume analysis – presents to Health Operations Officer for approval
- Participates in the development, implementation, and evaluation of the CCHWC Strategic Plan.
- Participates in numerous committees including AAAHC, PCPCH and QI/QA.
- Assist the Health Operations Officer and tribal leadership in ensuring the Tribe's representation at essential local, state, and federal health & wellness program meetings and activities are appropriately assigned. Follow-up notes and a full report back to management is maintained for consistency of representation.

- Understands and complies with all regulatory, procedural, policy and licensing requirements.
- Completes incident reports as needed and provides assistance to the Medical Care and Outcomes dept. regarding investigations and the resolution of complaints
- Assists HOO in communicating and coordinating corporate messages and ensures implementation of policies and procedures are followed.
- Coaches and provides feedback to staff on a regular basis
- Assists in development and managing internal budgets, reviews expenses as needed.
- Assists in the identification and scheduling of local per diems
- Provide assistance in development of Tribal operational policies and procedures along with adhering to P&Ps.
- Work closely with Health Operations Officer, Medical Director, Human Resources when needed, other tribal Governmental Departments/Programs, Health Advisory Committee and Tribal Board of Directors per tribal administration request.
- Works collaboratively with the Medical Director at the site to manage internal site issues.
- Communicates regularly with staff, conducts meetings and keeps staff informed.
- Other duties as assigned

QUALIFICATIONS:

- Bachelor's Degree or higher, required unless can show equivalent work experience.
- At least 5 years' experience on the healthcare delivery side.
- Two to four years of supervisory experience in the area of healthcare management, required.