

James L. Holly, M. D.

Director of Operations

Job Description

Supervisor: Chief Operating Officer

Wage Class: Salary (*Exempt*)

Summary:

The Director of Operations is an integral part of the management team, and as such is responsible for assuring that all patient services are delivered according to the agency's philosophy and concepts of care and accepted practice. In addition, the Director of Operations provides resources for the Human Resource Department. Keeping in mind the mission of the agency, it is the responsibility of the Director of Operations to manage efficiently the resources of the company to provide quality care while overseeing the development, communication, and implementation of policies.

Responsibilities:

	1. Assists in the development and interpretation of the philosophy and objectives of the agency.
	2. Plans and formulates personnel policies, including employee handbook and job descriptions.
	3. Oversees recruiting, interviewing, testing, selection, placement, and orientation of all new employees.
	4. Develops job descriptions and performance evaluation appraisals for new positions. Works with supervisors to evaluate duties and performs evaluations at least annually.
	5. Oversees the coordination and monitoring of all employee programs and benefit plans.
	6. Evaluates programs and makes recommendations to the Chief Operating Officer.
	7. Provides specific human resource training for managers and supervisors.
	8. Develops and evaluates the salary administration program.
	9. Uses leadership position to set positive, attainable, expectations, objectives and goals for others within the organization.
	10. Oversees the process of seeking bids for renewal of all benefit products e.g., health insurance, dental insurance, malpractice insurance and workers' compensation insurance.
	11. Serves to address issues that may arise in the absence of the Chief Operating Officer.
	12. Oversees grievance procedures/process within the organization.
	13. Oversees exit interview and COBRA documents are completed by all terminated employees.
	14. Responsible for the overall direction and guidance of all patient care services.
	15. Oversees the Clinical Coordinators to ensure all patient care activities are provided according to state and federal requirements, and are provided according to accepted standards of practice.
	16. Develops and monitors Nursing Policies and Procedures.
	17. Periodically reviews Policies and Procedures to update as necessary.
	18. Identifies opportunities to enhance resource utilization and productivity within areas of

	responsibility.
	19. Keeps Clinical Coordinators informed about status of business operations.
	20. Provides Clinical Coordinators with beneficial feedback, coaching, and encouragement.
	21. Sets clear objectives and develops realistic plans, milestones, and timetables for Clinical Coordinators.
	22. Oversees Clinical Coordinators in planning for and conducting as necessary, education and skills review for staff and other health professionals.
	23. Works with Clinical Coordinators to assure that public areas have a professional appearance.
	24. Develops management team through evaluation of skills and offering training sessions in areas identified.
	25. Maintains confidentiality of all information that flows through the department and all company data.
	26. Demonstrates the ability to prioritize assignments and works to ensure timely completion of tasks.
	27. Maintains a pleasant, friendly demeanor in all interactions with customers by utilizing eye contact, courtesy, and a warm caring attitude.
	28. Routinely ends all interactions with customers by asking “is there anything else I can do for you?”
	29. Smiles, acknowledges patients upon arrival, and uses common courtesy terms such as yes sir, ma’am, thank you and please.
	30. Adheres to all OSHA regulations and agency health and safety policies.
	31. Adheres to Agency policies and procedures while working and conducting Agency business.
	32. Follows Universal Precaution Procedures while performing applicable duties.
	33. Utilizes appropriate Personal Protective Equipment in the performance of duties.
	34. Demonstrates knowledge of policies and procedures applicable to job position.
	35. Maintains computer skills necessary to ensure accuracy and efficiency in the performance of duties.
	36. Adheres to infection control and safety policies, including education, reporting and practice implementation specific to job position.
	37. Helps maintain the office area to reduce the risk of safety hazards and enhance general appearance.
	38. Protects and honors patient and coworker confidentiality.
	39. Consistently adheres to Agency dress code.
	40. Meets attendance and punctuality expectations.
	41. Behavior toward coworkers, supervisors and patients consistently displays a courteous respectful attitude and promotes teamwork within the organization.
	42. Performs other duties as assigned by supervisor.

Qualifications/Education:

To perform this job successfully, individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

1. Must be a Registered Nurse licensed in the State of Texas or in accordance with the Board of Nurse Examiners.
2. Must have 5 years experience as an RN.
3. Must have own transportation, or a reliable and flexible alternative.
4. Must have prior management experience.
5. Bachelors Degree required, masters preferred.

Software Utilized:

- Microsoft Outlook (E-mail)
- Microsoft Office (Word, Excel)
- NextGen – EMR

NAME _____

DATE _____

Job Title: Director of Nurses - SETMA

Physical Demands	Never	Occasionally	Frequently	Continually
Sit			X	
Stand		X		
Walk		X		
Bend/Stoop		X		
Squat		X		
Crawl	X			
Climb		X		
Reach above shoulder level		X		
Kneel		X		
Balance		X		
Lift, Carry, Push, Pull				
Maximum 10 Lbs.			X	
Maximum 20 Lbs.			X	
Maximum 50 Lbs.		X		
Maximum Over 50 Lbs.		X		
Must Be Able To				
See				X
Hear				X
Speak				X
Use One Hand				X
Use Both Hands				X
Environmental Conditions	Never	Occasionally	Frequently	Continually
Involves being				
Inside			X	
Outside		X		
Exposed To Temperatures Of				
32°F and less		X		
100°F and more		X		
Wet and Humid		X		
Conditions				
Noise and Vibration		X		
Fumes and Dusts	X			
Hazards and Exposures	Never	Occasionally	Frequently	Continually
Infectious Wastes	X			
Toxic Chemicals	X			

Needles and Body Fluids	X			
Radiation	X			
Chemotherapeutics	X			

Occasionally - 1% to 33% of the time

Frequently - 34% to 66 of the time

Continually - 67% to 100% of the time