

**LIFEWORKS NW
POSITION DESCRIPTION**

POSITION TITLE:	Service Director, Medical	STATUS:	Exempt
REPORTS TO:	Vice President of Clinical Services	EEO:	1A
DEPT/PROGRAM:	Medical Services	CREATED:	1/12

PURPOSE: Responsible for the successful daily operations and future development for both operations in the service area. Work with Medical Director, other Service Directors and management to ensure LifeWorks NW's quality care and success in the community.

ESSENTIAL RESPONSIBILITIES: (These responsibilities must be able to be performed with or without reasonable accommodation.)

- Oversees and responsible for budgeting, quality management and contract compliance for Medical Services Area.
- Responsible for the development and implementation of management of patient care systems to assure cost-effective and quality day-to-day operations.
- Ensures quality care and timely access to medical services.
- Provides supervision and oversight of medical case management staff.
- Partners with and advises Medical Director and Service Directors on matters that impact medical staff's professional activities, and coordination of care for clients.
- Develops new programs in coordination with business and strategic plan. Pursues and writes grants, participates in fund raising.
- In coordination with Medical Director establishes direct service expectations for medical/clinical staff. Oversees monitoring of employee productivity and SAL compliance as needed.
- Establishes staffing requirements (FTE). Provides final approval of new hires and their salaries.
- Provides assistance to medical staff with work issues including establishing clear expectations regarding performance and training.
- Coordinates with Medical Director in regards to Performance Evaluations and performance concerns for staff within Service Area.
- Provides regular supervision to staff (minimally two times per month); performance reviews completed timely and accurately; reviews and approves timesheets.
- Provides support and attention to employee successes and addresses coordinates with Medical Director regarding any performance issues addressing them promptly and effectively.
- Provide training to community partners, agency staff and others.
- Oversees accurate and timely completion of program reports. Runs standard reports needed for budgeting and supervisory responsibilities.
- Checks e-mail/voice mail daily when working responding within a reasonable timeframe.
- Attends informational, clinical and management meetings which may include all-agency, team and consultation meetings, staffings, intra-agency trainings, etc. May represent LifeWorks NW at community meetings.
- Travels between sites or in the community
- Requires ability to work occasional evenings and/or weekends
- Requires ability to carry rotating pager for one week at a time. While carrying a pager must have ability to respond immediately to crisis calls by phone in person as needed.

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- Continually increase level of cultural sensitivity, awareness and competency within the service area.

Work Activities

Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.

Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.

Communicating with Supervisors, Peers and Staff — Providing information to supervisors, co-workers, and staff by telephone, in written form, e-mail, or in person.

Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to consumers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

Judging the Qualities of Things, Services, or People — Assessing the value, importance, or quality of things or people.

Coordinating the Work and Activities of Others — Getting members of a group to work together to accomplish tasks.

Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Interacting With Computers — Using computers and computer systems to run reports or process information.

REQUIREMENTS: (Equivalent education and/or experience may be substituted for qualifications. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each task proficiently.)

- Bachelor (BA/BS) or Graduate (MHA/MBA) degree required. Preferably a recognized business and/or health care discipline preferred.
- Five years of progressively responsible administrative experience in medical group management or health care organization at a senior level. Previous successful experience in community health clinical operations, change management, financial management, quality management, and risk management.
- Good computer skills including a functional knowledge of Outlook Word and Excel. Ability to master use of proprietary software including electronic health record system.
- Experience working with a multi-disciplinary staff that includes medical personnel.
- Demonstrated organizational, administrative, program development interest and skill.
- Demonstrated leadership abilities, and ability to monitor process, progress, and results by holding employees accountable.
- Ability to empower and motivate others and build effective teams.
- Personal style which emphasizes openness, visibility, and approachability.
- Demonstrate effective communication skills and ability to provide culturally-competent service to internal and external contacts.
- Requires access to a car and valid driver's license.
- Ensures staff meets standards for direct staff performance management including direct service/productivity, documentation/accuracy of work and staff supervision as defined in the Performance Evaluation.
- Ensures programs meet standards for implementation and utilization of the clinical model.
- Ensures that collectively staff meets standards for quality of clinical practice.

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- Meets standards for budgetary targets managing costs effectively.
- Meets expectations for being an effective supervisor and team member.
- Ability to perform essential functions of job without creating a direct threat to the safety of self or others.

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing consumer services. This includes needs assessment, meeting quality standards for services, and evaluation of satisfaction.

Administration and Management — Knowledge of management and leadership principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of mental dysfunctions.

Training — Knowledge of methods for curriculum and training design, teaching and instruction for individuals and groups.

Human Resources — Knowledge of the general principles and procedures for Human Resources systems.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, ethnicity, and cultures.

Clerical — Knowledge of administrative procedures and systems such as word processing, managing files and records.

Skills

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Time Management — Managing one's own time and the time of others.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

Oral Expression — The ability to communicate information and ideas in speaking so others will understand. Ability to train and make presentations within the agency as needed.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

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Written Expression — The ability to communicate information and ideas in writing so others will understand. Ability to develop written materials for internal use as needed.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. Ability to analyze and propose solutions to resolve problems as they arise.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Vision — The ability to see details at close and far range (within view of the observer).

This position description is not intended to be and should not be construed as an all inclusive list of responsibilities, skills, or working conditions associated with the position. While this description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add, or remove duties as necessary. Job responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Please sign below acknowledging receipt of this description.

Employee Name (Please Print)

Employee Signature

Date