



Tucson Indian Center

Human Resources Department

160 North Stone Ave. * Tucson, Arizona * 85701

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Job Description

Job Title: Health Services Director

Salary: Exempt; DOE

Status: Temporary; grant-funded through 9/30/2021, Full-Time

Hrs/WK: Forty (40)

Department: Health

Job Location: Tucson, Arizona

Nature of Work:

Embraces and **Embodies** the Identity Document's Mission, Purpose and Vision Statements; Core Values, Guiding Principles and Strategic Goals. **Responsible** for health services leadership to the Executive Director, Management Team and Board of Directors as appropriate; for the efficient operation of the Tucson Indian Center medical clinic and medical administrative services. **Coordinates** all health service functions of the organization and departments including, but not limited to, program development, program planning, budgeting, public relations, grant writing, staff training and alignment and performance analysis. **Ensures** health services policies and grant procedures conform to contractual terms, conditions and deliverables. Adopts best practices to achieve highest level of effectiveness and efficiency. **Safeguards** grant/contract historical outstanding performance and financial and non-financial resources and assets of the Department. Creates and sustains performance checks and balances for monitoring and evaluation of all aspects of the Department. Other duties as assigned. Serves under the general supervision of the Executive Director.

Essential Functions:

The Health Services Director (HSD) is a management position who is responsible for the efficient operation of the Tucson Indian Center medical clinic(s) and other Health Department programs to achieve program deliverables. The HSD keeps the Executive Director updated on all aspects of the clinic(s) and programs, quality assurance, coordination of all funding and regulatory agency reports, utilization of programs, service contracts, cost effective purchasing of equipment and supplies, maintaining appropriate inventories, monitoring appropriate clinic and all professional and medical staff licensures, and transportation. The HSD oversees the day-to-day operations in the Health Department; assures that all medical equipment and all other physical properties are maintained and are in good operational condition; is responsible for the planning, development, organization and coordination, fiduciary responsibility as well as integration and evaluation of medical services; and effectively plans and directs department operations by coordinating the department's business office and clinical activities to achieve maximum expense control and productivity of staff and physicians. The HSD reports directly to the Executive Director as his/her immediate supervisor.

1. Responsible for operational oversight of the Tucson Indian Center Health Department.
2. Assures patients and staff are treated with dignity and respect by all Health Department personnel.
3. Responsible for administrative and direct supervision of health services, front office & support staff.
4. Prepares, institutes and adheres to policies and procedures in such areas as scheduling, registration, billing, and collections.
5. Assures maintenance of and updates on regulatory agency compliance manuals; i.e., OSHA, CLIA and radiological manual to ensure compliance.
6. Responsible for achieving and maintaining accreditation for Tucson Indian Center's delivery of medical services, as directed by the Executive Director.
7. Monitors contract performance by maintaining compliance requirements, and evaluates need for amendments or extensions; collecting, analyzing and summarizing information and client statistics and preparing reports for IHS Title V, and other funding sources quarterly or as required.
8. Coordinates office processes related to billing with the Billing Office/Consultant, in collaboration with Finance Director as appropriate. Ensures the accuracy and timely submissions of encounter forms.
9. Maintains time cards and accurately processes Health Department staff payroll to meet submission expectations.
10. Maintains open communication with medical staff, the public, other Tucson Indian Center departments, referral sources, employees, providers and medical staff.
11. Manages staff, including interviewing, selection and recommendation to the Executive Director on hiring, performance appraisals, coaching, etc. for office staff and clinical staff.
12. Identifies and implements methods to assure state-of-the-art operations, and creates and recommends new or diversified services in a competitive healthcare environment.
13. Assures the support of essential medical consultants as needed.
14. Conducts regular meetings; runs department administrative meetings.
15. Monitors provider and ancillary contracts for compliance and leads setting goals for production.
16. Assists the Medical Director in oversight of the professional staff credentialing. Maintains accurate and legal healthcare providers and/or professional staff credentialing files in compliance with Tucson Indian Center Health Providers policies and legal guidelines. Coordinates the credentialing committee meetings for the Medical Director.
17. As part of risk management/reduction, responds in a timely manner to resolve patient complaints and /or employee conflict.
18. Responsible for compliance with Organizational Integrity through raising questions and promptly reporting actual or potential wrongdoing.
19. Administers all purchase requests/orders and provides oversight of assigned staff in maintaining inventory for all general office and medical supplies, practicing effective cost containment. Ensures submission of invoices to enable timely payment.
20. Prepares the annual operational and capital budgets for review by Executive Director, Finance Director, and Medical Director.
21. Achieves financial objectives by preparing and monitoring budgets and expenditures, and analyzing variances; implements corrective actions anticipating long-term issues; coordinates the review of invoices for accuracy in accounts, amount and inventory needs.
22. Actively participates in marketing of Health Department and promotes the department through community involvement.
23. Reviews medical practices and procedures at the Tucson Indian Center facility to assure they are appropriate, of high quality and consistent with all professional medical accreditation standards.
24. Provides oversight to all ancillary clinical service contracts for the laboratory, radiology, pharmacy, and Primary Care Program referral sources by ensuring quality service and competitive pricing.

25. Identifies alternative billing sources such as AHCCCS and other health plans.
26. Assures that required facility certification and licensure are current.
27. Assures compliance with internal controls by working with the Medical Director and Quality Assurance Manager in administering oversight of Quality Assurance issues and participating in QA meetings.
28. Completes additional work-related duties as assigned.

Required Knowledge, Skills and Abilities:

1. Knowledge of public health care management systems.
2. Knowledge of medical practice and operations.
3. Knowledge of the health status and cultural / social backgrounds of the American Indian population.
4. Knowledge of multilevel funding, including Federal, Tribal, State, third-party insurance, and grants.
5. Skills to effectively administrate a medical office.
6. Skills to manage diversified, multi-specialty healthcare staff.
7. Skills in administration of professional staff.
8. Excellent oral and writing skills.
9. Excellent financial management and reporting skills focusing on cost containment, reimbursement, and collection practices.
10. Ability to establish rapport and gain the confidence of the physicians, nurses, members of the primary care team, patients, and associates.
11. Ability to troubleshoot Healthcare services operations problems.
12. Ability to motivate, train and work effectively with subordinates who have a variety of backgrounds and training.
13. Ability to formulate, initiate, and supervise sound business policies and procedures that affect clinical services in coordination with the Medical Director.
14. Ability to interact with people at a variety of levels via excellent verbal and written communications.
15. Ability to accomplish the quality and quantity of work expected within set limits of cost and time.
16. Ability to plan own work and carry out assignments effectively.
17. Ability to communicate with others effectively both orally and in writing to work out solutions to problems or questions relating to clinic and other health services management.
18. Ability to perform effectively under stressful situations.
19. Must be able to work with confidential material without betraying the trust of providers, patients, families, or the agency.
20. Ability to accommodate day-to-day fluctuations in hours in order to meet demands.
21. Strong background with computers including knowledge and use of word processing, and spreadsheet practice management, electronic health records and other financial applications.
22. Maintains confidentiality.
23. Knowledge of HIPAA and other privacy laws.

Required Experience and Training:

1. Graduate of an accredited college with a bachelor's degree, master's degree preferred, in business, healthcare administration or related field, and a minimum of five years' experience as manager, preferably in primary care (family medicine practice) Urban, Tribal or Indian Health Services.
2. Experience and training must have been progressive and responsible, demonstrating administrative knowledge of current principles, practices, methods and techniques in American Indian/Alaska Native healthcare delivery.

3. At least five years of experience in managing government contracts and grants.

Additional Requirements:

- Must possess valid Arizona Driver’s License (within 30 days of hire if applicant is from out-of-state). Must maintain a valid AZ driver license during employment.
- Must pass Tucson Indian Center Driver Insurance Carrier’s requirements
- Must pass Arizona DPS Finger Print Clearance (Class I & II);
- Must pass and submit to periodic/random drug testing
- Must have an updated Immunization (IZ) Record.
- Must have a current (within 12 months) Tuberculosis (TB) skin test report upon employment and provide an update annually.
- Must obtain a CPR Card within ninety (90) calendar days of employment and maintain a valid CPR card during employment.

Working Conditions:

- Working daily in a medium to high risk exposure work environment to COVID-19 and other infectious diseases and with staff who may work in very high risk exposure work environments.
- Ability to sit for 6 to 8 hours per day at a computer in an office environment with low to moderate noise and frequent interruptions
- Ability to bend, stoop and reach
- Ability to lift and carry up to 20 pounds

Supervisory Status:

- Supervisory
- Reports to the Executive Director

Reviewed and Approved By:

Health Services Director

Date

Operations Director

Date

Executive Director

Date

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

Revision No: 1

Revision Date: 8/11/2020