

Spec. Code:	4661
Occ. Area:	03
Work Area:	441
Prom Line:	None
Prob. Period:	6 mo.
Effective Date:	10/01/11
Last Action	Rev.

ASSISTANT DIRECTOR OF CLINICAL SUPPORT OPERATIONS

Function of Job

Employees in this series are under the administrative supervision of the director of clinical support operations and also responsible to the medical director and the administrators of the medical practice plan. Assistant Directors of Clinical Support Operations plan, direct or coordinate medicine and health services.

Characteristic Duties and Responsibilities

1. Assists in the direction of clinic-support operations and services, (such as patient accounts, medical transcription, medical records, etc.); monitors the use of diagnostic services, inpatient beds, facilities, and staff to ensure effective use of resources and assess the need for additional staff, equipment and services)
2. Directs, supervises, and evaluates support staff directly or through appropriate supervisors as well as directing the recruitment, hiring, and training of new personnel
3. Develops and maintains a financial management and reporting system as relates to the medical practice plan; monitors status of the plan; forecasts revenues; develops, prepares, or supervises the preparation of a variety of administrative reports
4. Develops and maintains computerized record management systems to store and process data such as personnel activities and information and medical practice plan accounting information
5. Conducts and administers fiscal operations, including accounting, planning budgets, and assisting in the preparation and presentation of the annual budget to the administrators of the medical practice plan
6. Maintains communication between governing boards, medical staff, and department heads by acting as administrative liaison between university administrators, department chairpersons, local and regional health officials and institutions, etc., as necessary, for purposes of planning long- and short-range programs
7. Interfaces with university physicians and clinic chairpersons and/or clinic coordinators to assist in problem solving, policy/procedure interpretation, or orientation of new faculty and faculty candidates
8. Develops comprehensive benefit packages for members of the medical practice plan

9. Maintain awareness of advances in medicine, computerized diagnostic and treatment equipment, data processing technology, government regulations, health insurance changes, and financing options
10. Performs other related duties as assigned

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Three (3)** years (36 months) of work experience as a fiscal manager or administrator in a health care facility that involved the management of a medical practice plan
2. Any one of the following types of preparation:
 - A. Bachelor's degree in business administration, accounting, or a closely related field
 - B. Bachelor's degree in another field

AND

Two (2) years (24 months) of business experience in a non-clerical position that involved organizing, planning, and decision-making responsibilities

OR

 - C. **Four (4)** years (48 months) of business experience in a non-clerical position that involved organizing, planning, and decision-making responsibilities

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of computerized accounting and record management systems
2. Knowledge of medical billing/collection programs and government regulations
3. Skillful in maintaining self-control: keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations
4. Ability to maintain working communication between a variety of different interest groups
5. Administrative ability
6. Ability to supervise, direct, and evaluate support staff
7. Ability to accept criticism and deal calmly and effectively with high stress situations
8. Ability to think analytically by analyzing information and using logic to address work-related issues and problems
9. Being open to change (positive or negative) and to considerable variety in the workplace