**JOB DESCRIPTION**

Job Classification: Regional Administrator

Reports to: Chief Operations Officer

Dyad Leadership Partners: Clinicians in Charge of assigned clinics

Supervises: Clinical staff and non-clinical staff

Last reviewed: October 26, 2020

POSITION PURPOSE:

The Regional Administrators serves as the strategic, operational, and administrative leader for assigned Valley View clinics. Regional Administrators are responsible for the overall healthcare operations and business function and, as assigned, may also serve as manager for other regional initiatives. The Regional Administrators will lead with their dyad partner and the Service Line Administratorswhile working closely with providers and other regional managers to assure the implementation of regionally consistent practices, processes, and protocols to achieve excellence in quality of care service, access resources utilization.

The Regional Administrators report to the Chief Operations Officer and are accountable for assigned Valley View clinics, leading interdisciplinary teams which typically includes, primary care, dental, behavioral health, front office and other ancillary services as assigned. This role has supervisory responsibility with both direct and indirect reports, clinic fiscal management (P&L), quality assurance, affordability, and patient engagement responsibilities. Dually accountable with their dyad partner(s) for the integration of all clinical services within their site(s). Manages their facilities and employee and patient safety-related issues.

Oversight of professional practices standards, Valley View standards of care and clinical competency of staff are managed through their clinical dyad reporting relationship(s). For those with clinical licenses, includes accountability of clinical practices standards, in accordance with licensure and regulatory requirements. May also perform patient care to the extent necessary to maintain clinical expertise and competency to fulfil job responsibilities.

MINIMUM QUALIFICATIONS:

**Education:**Bachelors degree or an equivalent combination of education and experience.

**Licensure/Certification:** Project Management and/or Lean Six Sigma Certifications a plus.

**Experience:** Five years of progressive supervisory and management experience, two years of experience managing operational or project budgets, and two years of healthcare related experience

**Skills:**

* Ability to lead in a culturally diverse environment and promote culturally competent care.
* Ability to analyze, integrate and use quantitative data for informed decisions about quality improvement
* Ability to collaborate with Dyad partners, clinical staff, and team to achieve expected outcomes.
* Excellent interpersonal oral and written communication skills, including de-escalation, mediation, and public speaking skills, bilingual preferred. Ability to support, motivate and sustain a team-oriented culture.
* Strong attention to details, prioritization, and multi-tasking. Ability to work collaborating and independently in a fast-paced environment within timelines.
* Excellence in customer service, service recovery, and compliant resolution skills

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

**Status Classification:** Exempt

JOB RESPONSIBILITIES:

1. Ensures operational performances standards are met for assigned clinic(s).
   1. Plans, develops, implements, and evaluates department strategies, programs, and policies, in partnership with senior leadership
   2. Implements short and long-range department goals, programs, and policies
   3. Supports business initiatives and strategies, ensuring consistent program interpretation and application
   4. Establishes and maintains strategic relationships with key stakeholders, ensuring service level agreements are met and analyzing and reporting on successes against metrics.
2. Responsible for clinic operations to achieve business and organization strategic objectives.
   1. Develops and implements business plans into tactical action items
   2. Ensures all policies and procedures are followed
   3. Accountable for delegated tasks to meet goals and objectives and oversees the completion of work assignments
   4. Aligns and ensures team cohesion and builds team accountability for measuring progress in achieving results
   5. Identifies and addresses improvement opportunities, and removes obstacles that impact performance
   6. Guides performance and develops contingency plans accordingly.
3. Provides leadership through direct and indirect reports to prioritize high quality, accessible, cost effective care.
   1. Ensures staff accountability through interviewing, selection, organization, scheduling, evaluation, coaching, recognition, and discipline, as needed.
   2. Serves as a staff mentor and/or role model; guided by the Valley View mission, our principles and values, departmental/organizational initiatives, and patient care experience expectations.
4. Pursues professional growth and provides developmental opportunities for others by soliciting and acting on performance feedback, building collaborative, cross-functional relationships, training and developing talent for growth opportunities; delegating tasks and decisions, fostering open dialogue amongst team members, executing performance management guidelines and expectations, and working closely with employees to set goals and provide open feedback and coaching to drive performance improvement.
5. Manages the overall clinic budget(s).
   1. Ensures spending within budget allocations
   2. Monitors and controls expenditures and actively engages in monthly oversight and variance reporting
   3. Provides input and direction to the budget planning process, demonstrating comprehensive financial acumen.
6. Oversees clinic building, offices, and equipment. Responsible for coordination and management of facilities issues with internal facility staff and external vendors.
7. Serves as primary dyad partner with their clinician-in-charge of assigned clinics.
8. Collaborates to develop, recommend, implement, and evaluate improved processes and systems within multi-disciplinary care teams and across the continuum of care.
   1. Addresses patient complaints/concerns. Research, resolves, and involves the Clinical Quality Improvement Committee when appropriate
9. Contributes toward the overall development of programs and services to provide for the needs of patients, physicians, and staff.
10. Initiates and leads community relations activities to enhance the image and reputation of the organization in our service areas; may serve as operational lead and/or representative lead on various organizational committees and attend events as appropriate.
11. Performs other related duties as assigned. Standards:
    1. Follows guidelines established at time of assignment.
    2. Accepts assignments willingly.
    3. Prioritizes workload to ensure timely completion of assignment.
    4. Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature Date