

HFMA Career Center Sample Job Description

Position Title: *Surgery Department Administrator*

Department: Division: Surgery

Reports to: Department Chair & Exec Dir, Clin Ops & Surgery

SUMMARY

The Department Administrator of XXX serves as the administrator and chief operating/financial officer for institutional, administrative, financial, budgetary, clinical, academic and research matters. This position is responsible for development and execution of departmental strategy in conjunction with the Department Chair and Divisional leadership.

CORE VALUES

Caring Behaviors

- **Courtesy:** Is respectful and courteous to each other at all times
- **Friendliness/Teamwork:** Promotes and rewards teamwork and inclusiveness; Is sensitive to the concerns of our patients and our co-workers

Integrity Behaviors

- **Reliability:** Communicates frequently, honestly and openly
- **Accountability:** Holds self and others accountable for practicing our values
- **Safety:** Notices a safety concern and brings it to someone's attention; Models safe behaviors (wears badge, washes hands, keeps work area clean and orderly); Mitigates risk to the institution through sound business practices

Discovery Behaviors

- **Responsiveness:** By his/her actions, creates an environment of trust; Encourages learning, creativity and new ideas
- **Personal Leadership/Self-Initiative:** Helps others to identify and solve problems; Seeks personal growth and enables others to do so

KEY FUNCTIONS

1. Strategic Planning and Implementation

- a Develop, evaluate and execute long-term strategic business and operations plans in collaboration with the department chairman, faculty, division leadership, Center leadership, POE leadership and Inpatient Nursing.
- b Manage and evaluate plans to achieve long-term financial and operational results. Provide the chairman with analysis and outcomes as necessary.
- c Coordinate marketing initiatives, to include social media, physician relations, symposiums, etc. and work closely with senior-level administrators and faculty as necessary.
- d Evaluate options with regard to XXX in the Regional Care Centers and contribute to the discussions with Chair, Division, and Global Oncology as to strategy and direction of program.
- e Oversee development and implementation of departmental policies & procedures and ensure consistency of application
- f Direct strategic expansion of departmental programs
- g Manage departmental space, including academic and lab space. Complete annual space survey and bi-annual lab space survey with all supporting documentation.

- h Manage Facilities Asset Requests (FARs) including, but not limited to obtaining space, furniture and moves as needed.
- i Attend and oversee audits as needed (ie SODF, Compliance, Charge Capture)

2. Financial Management

- a Oversee the planning and forecasting of all financial and budgetary matters based on activity/revenue indicators and departmental needs. Justify and defend the annual budget submission to senior executives during budget hearings.
- b Accountable for department operating and research budgets. Oversee the management of all related company centers for the department and its related programmatic areas within institutional guidelines and in accordance with strategic plans.
- c Ensure that departmental/sectional reporting in terms of financial status, research funding, and clinical activity is accurate, reflective of key departmental metrics, and occurs with appropriate frequency.
- d Manage departmental activity to achieve desirable trends in collaboration with department and Center leadership. Communicate to department chair, clinicians, and other appropriate parties regarding individual, section and departmental activity expectations and financial targets.
- e Implement financial controls in accordance with institutional and regulatory guidelines and sound business practices.
- f Manage professional charge capture for billing in clinic and operating room charges to ensure coding accuracy and timeliness. Specific requirements include, but are not limited to: reconciliation of appointments in Medaptus, careful review of operating room charges (modifiers) and procedure price review.
- g Work with Division to oversee Asset Management, including annual inventory and offsite equipment

3. Faculty Support and Relations—Main Campus and RCC Locations

- a Provide input to the Department Chairman for faculty recruitment by developing resource packages to include estimated salary and source of support, space allocation, personnel support and research funding.
- b Provide guidance to faculty members regarding issues of concern related to space, financial resources, and HR-related issues and assist them in obtaining required needs.
- c Direct recruitment of selected candidate(s) to include oversight of the implementation of the offer package with regard to space, personnel and financial resources.
- d Oversee and direct the preparation of appointment and promotion packages for submission to appropriate committees, to include privileging and credentialing.
- e Develop business plans for faculty positions and programs/equipment.
- f Escalate patient care issues as necessary.
- g Inform faculty of current policies and procedures and manage compliance.
- h Meet with faculty on an individual basis to ensure appropriate and open communication channels as needed.
- i Work with Division to ensure all Mentoring Program metrics are being tracked and met.
- j Work with Institution to ensure all FPPE/OPPE requirements are completed.
- k Work with Grants & Contracts to ensure effort reporting is done in a timely fashion per Institutional and Federal guidelines.
- l Serve as liaison for Regional Care Center (RCC) recruitments, appraisals and management of the stewardship component of RCC Faculty pay.
- m Ensure Faculty and all billing providers are current and compliant with Federal/State/UT System and XXXXXX requirements (BLS/ACLS, COI, Institutional training, Joint Commission, etc.).

4. Human Resources Management

- a Direct recruitment of faculty, educational and classified staff.
- b Supervises the mid-level providers in the department. Ensures duties support the patient care needs of the supervising faculty. Additional oversight provided includes billing, dictations, credentialing, licenses, certifications, PDM and continuing education.
- c Serve as an HR resource for faculty including coaching & counseling.
- d Develop and implement effective organization structure to maximize utilization of current staffing, including the development and adherence to staffing models.
- e Establish standards of performance to meet both departmental needs and institutional core values.
- f Oversee Department's performance management and disciplinary action processes; ensure all employees have complied with mandatory trainings.
- g Oversee the department's fellowship and other academic programs including all marketing, recruitment, and related administrative activities (appointments, evaluations, visa management and funding, including training grants).
- h Directly supervises managers and staff to accomplish departmental objectives.

5. Clinical Service Management—Centers and POE

- a Direct initiatives to expand and maintain programmatic initiatives in accordance with the department's strategic plan and departmental budget.
- b Work with Chairman, faculty and the center administrative director(s) to develop and monitor plans designed to ensure faculty and patient satisfaction.
- c Work with center administrative director(s) to ensure schedules and templates are optimized for the most efficient patient care and charge capture.
- d Develop capital equipment budget with Department Chair and Faculty on an annual basis.
- e Review operating room block utilization for optimal use of time and block allocation management.
- f Oversee Departmental coverage plans in the Center.
- g Monitor surgery schedule for pending cases as needed.

6. Clinical Research Management

- a Maintains productive communication with centralized service areas to establish ongoing collaborations which are mutually beneficial to the advancement of the research mission.
- b Stays informed of trends in research which may impact clinical practice and downstream activity. Communicates this information proactively to affected parties.
- c Upholds standards of ethical practices in research at all times.
- d Provides management of the financial and regulatory components of clinical research. This includes developing monitoring and compliance strategies for research charge capture and modifiers associated with clinical trials.
- e Administers timely invoicing and collections on contracts to maintain adequate cash levels.
- f Adheres to restrictions specified in notices of grant awards and contracts. Allocates salary to accurately reflect effort on all projects. Prevents excessive overdrafts and validates that non-personnel expenses are applied accurately.
- g Manages the department allocation of the Clinical Research Funding model.
- h Provides timely close out of company centers at the end of each project.
- i Ensures staff receives ongoing training and education concerning, human subject protections and compliance with regulatory policies and procedures.
- j Works closely with clinical research staff to report protocol deviations and adverse events in a timely manner and to monitor for trends.

7. Research Operations Management

- a Develops and ensures accuracy of grant proposal budgets and contractual agreements; ensures the timely submission of proposal or agreements which meet institutional mandates; obtains exceptions, if necessary, to institutional guidelines.
- b Responsible for effort reporting process and compliance.
- c Provides administrative oversight of basic science research programs, to include managing compliance with all safety regulations.
- d Provides advice and counsel to faculty on grant submissions, negotiations with sponsoring agencies, contract development and financial oversight of approved awards.
- e Assists in long-range planning for research program growth and changes in research priorities.
- f Works with Department Chairman regarding the assignment or reallocation of laboratory and office space.
- g Provides direction to laboratory personnel to accomplish relocations and moves to establish laboratories for faculty.
- h Advises faculty on the use of resources and assists in determining needs and priorities. Meets routinely with Investigators to review status of grants, contracts and other sponsored agreements.
- i Develops and implements the research funding model, E&G, and capital equipment budgets. Provides oversight of post award reporting requirements.

8. Divisional and Institutional Support

Support the Division of Surgery office by providing requested information and documentation, developing short- and long-range goals, and devising collaborative strategies for resource acquisition and allocation. Lead and participate in divisional and institutional projects, ensuring that goals, objectives and commitments are met.

9. Other duties as assigned

CORE COMPETENCIES

- IC – Coach & Develop:
 - Assess strengths and development needs of employees;
 - Provide challenging development opportunities; and
 - Provide relevant, timely feedback; mentor others.
- IC – Build Relationships:
 - Initiate, develop, and manage relationships and networks; and
 - Show sincere interest in others and their concerns.
- IC – Provide Direction:
 - Provide clear direction and priorities toward a common vision;
 - Clarify roles and responsibilities for employees; and
 - Promote empowerment.

EDUCATION

Required: Bachelor's degree in Business, Hospital/Healthcare Administration or related field

Preferred: Master's degree in Business, Hospital/Healthcare Administration or related field

EXPERIENCE

Required: Seven years of progressive and responsible health care or business management experience.

Preferred: Two additional years of experience in an academic medical environment.

SUPERVISION

GIVEN

- Operations Managers
- Financial Personnel
- Others as determined by org chart

RECEIVED

Directly Department Chairman and indirectly Executive Director, Clinical Operations and Surgery

WORKING CONDITIONS

This position requires:

- Working in Office Environment No Yes
- Working in Patient Care Unit (e.g. Nursing unit; outpatient clinic) No Yes
- Exposure to human/animal blood, body fluids, or tissues No Yes
- Exposure to harmful chemicals No Yes
- Exposure to radiation No Yes
- Exposure to animals No Yes

PHYSICAL DEMANDS

Indicate the time required to do each of the following physical demands:

	Time Spent			
	Never 0%	Occasionall y 1-33%	Frequently 34-66%	Continuous ly 67-100%
Standing		X		
Walking		X		
Sitting				x
Reaching		x		
Lifting/Carrying				
Up to 10 lbs		x		
10lbs to 50 lbs		x		
More than 50 lbs	x			
Pushing/Pulling				
Up to 10 lbs		x		
10lbs to 50 lbs		x		
More than 50 lbs	x			
Use computer/keyboard				x