

**Agency Name**

Partners In Care

**Position Title**

Clinical Operations Director

**City where Position is Located**

Bend, Oregon

**Position Description**

Clinical Operations Director

Partners In Care is seeking a Clinical Operations Director to lead and oversee the direction of clinical services. This leader creates and maintains a collaborative and inter-professional work environment modeling a service-oriented culture focused on employee engagement, quality, patient safety, service excellence, fiscal responsibility, and the overall patient experience. Building and maintaining physician, caregiver and community peer relations is paramount.

Start a rewarding career with the leading hospice, home health, and palliative care provider in Central Oregon.

Who we are

As the largest and oldest provider of home health, palliative care, and hospice services in Central Oregon, and one of the largest in Oregon, we provide care to communities throughout Deschutes, Crook, and Jefferson counties.

Partners In Care is unique among other service providers as an independent 501(c)3 nonprofit, managed and operated by executives and medical professionals who live in Central Oregon. Our largely mobile workforce of over 200 employees serves patients and their families in a 10,000 square mile area. About 150 local volunteers work with Partners In Care in fundraising, resource coordination, and other areas of community support. As the name Partners In Care suggests, our multi-disciplinary team not only serves patients and families, but it's also a valuable partner with other community resources and organizations, coordinating care and meeting a broad spectrum of needs for many population segments.

Partners In Care offers career opportunities that support patients and their families during their most difficult and challenging times – recovering from surgery, living with a chronic or serious illness, coping with a terminal condition, or dealing with the loss of a loved one. You will gain valuable experience in a special medical field, expand your knowledge, and make a real impact on the lives of others. A career at Partners In Care isn't just a job for our employees – It's a way of getting more out of life and giving back to your community. If you're looking for fulfilling work, a career at Partners In Care may be right for you.

What you will do

The Clinical Operations Director is responsible for the overall direction of clinical services. This person will establish, implement, and evaluate goals and objectives for clinical services that meet and promote the standards of quality and contribute to the total organization and philosophy.

Responsibilities

Compliance/Operation

- Assure and maintain compliance with all local, state and federal laws regarding licensure and certification
- Coordinate and oversee all direct and indirect patient services provided by clinical staff

Leadership/Strategic Planning

- Interpret operational indicators to detect census changes and increases or decreases in volume that could impact staffing levels, revenues or expenses
- Assist in development of organizational goals, policies and procedures
- Partner and build strong relationships with community providers and related business to ensure competent quality care delivery.
- Promote Home Health and Hospice referrals in the healthcare community
- Assist CEO/CFO with effective budget preparation and administration for clinical services
- May act on behalf of the Chief Executive Officer/Administrator in their absence

Quality

- Assure for the quality and safe delivery of clinical services provided through the organization

Personnel/Human Resources

- Provide guidance, counseling and performance evaluation to patient care coordinators to assist them in

- continually improving all aspects of Home Health and Hospice services, provided through organizational personnel
- Evaluate performance and conduct annual evaluations on direct reports
  - Develop, implement and evaluate the orientation program for new organization personnel
  - Provide continuing education opportunities to meet learning and training needs of organization personnel

The above statements are meant to be a representative summary of the duties of the Clinical Operations Director position.

#### Qualifications

- Knowledge of business management and regulatory requirements of Center for Medicare/Medicaid Services, Oregon Health Authority and other local/state/federal regulatory agencies
- Demonstrated ability to supervise and direct professional and administrative personnel
- Ability to market and deal tactfully with customers and the community
- Possess excellent observation, verbal and written communication skills

#### Requirements

- Required: Current Oregon RN License
- Required: Bachelor's degree in Nursing from an accredited program by the National League for Nursing Master's degree in related field preferred
- Preferred: Master's degree in related field
- Required: Seven years of related clinical experiences
- Required: Three years of experience as senior patient care services leader in hospice, home health, or related health service including responsibility for compliance with Center for Medicare/Medicaid Services, Oregon Health Authority, and other local/state/federal regulatory agencies
- Preferred: Prior experience as a senior patient care services leader including oversight and compliance with Home Health and Hospice state/federal regulations
- Required: Current automobile insurance
- Required: Valid Oregon driver's license and/or reliable transportation required
- Required: Current CPR card

#### Employees benefits

- Two medical plan options
- Two dental plan options
- Life & Disability
- Vision
- Employee Assistance Program
- Flexible Spending Plans
- Aflac and Legal Shield (both voluntary)
- MASA – voluntary transportation benefit
- 403b retirement savings with employer match
- Paid time off
- Comprehensive orientation and ongoing education and support
- Fun social gatherings and celebrations

Partners In Care is an Equal Opportunity Employer dedicated to providing a diverse, equitable, and inclusive work environment. We do not discriminate on the basis of race, color, national origin, physical characteristics, age, religion, creed, gender, gender expression, sexual orientation, marital status, mental or physical disability, or veteran status. In accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, the organization provides reasonable accommodation to assist individuals in performing their essential duties required by their job. All qualified candidates legally able to work in the United States are encouraged to apply.

#### **Where Applications can be Delivered**

Please apply @partnersbend.org