



Job Title: Operations Director
Department: Administration
Reports to: Chief Operating Officer
FLSA Status: Exempt
Salary Grade: \$103,992 - \$155,988
Location: Eugene

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Chief Operating Officer, this position provides administrative oversight of assigned Health and Wellness Division operations in Eugene. The Eugene Operations Director collaborates with executive leadership of the Health and Wellness Division and Coquille Tribal government to carry out the strategic objectives in Eugene. This includes medical outpatient care, quality improvement, community relations, and any other assigned duties or responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides leadership and oversight to the Eugene KWC medical department. This includes reviewing and evaluating performance; coaching and providing feedback; and assisting with corrective action measures as necessary.
2. Maintain Biomedical Maintenance and Quality Assurance program for all medical equipment.
3. Work closely with executive leadership to strategize and develop long term plans for HWD operations in Eugene.
4. Collaborates with the leadership team to develop performance goals and operational plans for Health and Wellness Division services in Eugene.
5. Draw on relationships with department heads, external partners, and vendors to make decisions regarding operational activity and strategic goals
6. Act as a site point of contact for HWD operations in Eugene including vendors, HWD or CIT Tribal government team members.
7. Coordinate with executive leadership about communication and marketing strategies in Eugene.
8. Responsible for reviewing and submitting HWD contracts that are specific to Eugene operations through the internal review process.
9. Coordinates with Information Technology to improve and maintain accurate administration of system work processes and logistics utilizing established helpdesk and support functions.
10. Participates and contributes to the Quality Improvement (QI) program; including monitoring on-going data collection processes to measure quality and identify quality related problems or concerns, and coordination and integration of quality improvement activities.
11. Manage and provide oversight for the risk management program including but not limited to reviewing all incidents and adverse events and ensuring corrective actions are taken as needed. Identify and address all safety concerns at all Eugene locations, support communication with HWD team in Eugene at the direction of COO or CEO regarding inclement weather, clinic closure, or any

- other service disruption. Identify and coordinate resolution for any necessary equipment or facility repairs, ensure safety and alarm drills are completed consistently with HWD policy.
12. Ensure compliance with AAAHC standards that apply to Eugene HWD Operations but not limited to monitoring and preparing for the tri-annual AAAHC survey process conducting corrective actions following the survey as needed.
 13. Collaborate with Human Resources, COO and/or CEO to coordinate recruitment and onboarding for HWD employees in Eugene.
 14. Develop schedules and assignments for staff to facilitate meeting relevant performance metrics and other benchmarks and standards as directed.
 15. Collaborate with the QI Coordinator to maintain and implement HWD policies and procedures for all services provided within KWC Eugene clinics.
 16. In coordination with HWD executive leadership team, assist in establishing short and long term departmental goals; to be approved by the Health and Wellness CEO and Executive Board of Directors. Assists in the preparation of documents, plans and reports regarding those goals.
 17. Provide assistance in preparation of Annual Departmental budget(s) in coordination with the Chief Operating Officer. Reviews and monitors expenditures to remain within established annual budget and compliance with the Tribe's fiscal management ordinance.
 18. Provides input into the development of the and expenditure of funds.
 19. In collaboration with KWC Coos Bay Community Services team, support public health, health promotion and other community outreach activities. Ensure the KWC develops positive working relationships with community partners.
 20. Foster relationships with community partners to ensure strong collaboration within Lane County to promote all KWC services. Primary contact for community outreach and public relations for KWC- Eugene.
 21. Responsible for being a staff point of contact and administrative lead for the Eugene KWC team to ensure operational congruency with the Coos Bay KWC team.
 22. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 25 pounds. Work is generally performed in an office setting and outdoors. Occasional evening and weekend work are required. Work involves exposure to hazardous material and infectious disease Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.

2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to develop the skills of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
4. Demonstrated ability to be results driven; making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
5. Knowledge and skill in performing department-level administrative functions, including personnel and budget management, procurement, preparation and administration of contracts, grants and agreements and program evaluation and reporting.
6. Ability to maintain effective working relationships with outside government officials, administrative and granting agencies.
7. Ability to successfully carry out all phases of grant administration including writing grant applications, developing, and tracking budgets, and grant reporting.
8. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
10. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.

QUALIFICATIONS

1. Bachelor's degree in a Health-related field or Business Administration and five years of management experience in a public health, behavioral health or medical outpatient setting is required. A combination of formal education, training, and related work experience may be considered.
2. Specific knowledge and experience in maximizing billing opportunities, including working with State Medicaid agencies and coordinating agreements is required.
3. Knowledge of HIPAA privacy and confidentiality guidelines is required.
4. Knowledge of Indian Health Service programs is preferred.
5. Knowledge and experience with QI and patient metrics are preferred.
6. Experience with Health Care Accreditation (AAAHC) preferred.
7. Experience working within a Tribal environment is preferred.
8. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
9. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.
10. First Aid/CPR certification required or ability to obtain within 90 days of employment.

Signature below signifies understanding of above job duties and responsibilities.

Signature: _____

Date: _____