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United Keetoowah Band

Of Cherokee Indians in Oklahoma

Traditional. Historic. Cultural.

UKB Corporate Board

**JOB DESCRIPTION**

**Job Title: Healthcare Operations Manager**

Organizational Unit: Echota Behavioral Health

Supervisor: Administrative Director

Status: Full-Time - Salary

SALARY: $55,000 – 75,000/BOE

**JOB SUMMARY:**

The healthcare operations manager for Echota Behavioral Health is responsible for maintaining operational compliance in all facilities of the healthcare organization. They commonly manage a team of staff who work on various projects related to improving patient care, increasing efficiency, and ensuring compliance with industry standards.

Healthcare operations managers may also be tasked with developing new ways to improve the quality of care provided by their organization. This might include implementing new technology or equipment, creating new processes or procedures, or even changing how certain departments interact with one another.

**Responsibilities include:**

* Oversee promotional procedures.
* Conduct monthly health and safety drills.
* Develop community advertising and agency promotion.
* Developing strategies to improve operational efficiency and effectiveness of healthcare facilities and streamline workflow.
* Evaluating staff performance and identifying areas of improvement or concern
* Providing leadership to the healthcare operations team including all administrative staff, and other staff members as assigned.
* Reviewing operational budgets and recommending changes to management.
* Monitoring the performance of facilities and evaluating their compliance with industry standards.
* Coordinate Credentialing process.
* Overseeing the hiring, training and retention of staff members and ensuring their performance is compliant with company policies.
* Maintain a high level of communication with all members of the healthcare team.
* Develop and implement quality assurance protocols.
* Grow the efficiency of existing processes and procedures to enhance and sustain the organization’s internal capacity.
* Collaborate with directors to set up administrative operations of new facilities.
* Actively pursue strategic and operational objectives.
* Ensure operational activities remain on time and within a defined budget
* Lead, motivate, and support a large team within a time-sensitive and demanding environment, including career development plans for all direct reports and problem resolution.
* Manage data collection for updating operations metrics to achieve productivity targets, work to eliminate errors, and improve customer satisfaction.
* Partner with cross-functional teams to improve proprietary tools and systems.
* Monitor collection of funds received, reconcile daily.
* Review and approve/decline purchase orders in absence of agency Directors.
* Approve/Decline leave time.

**Minimum Requirements:**

* Bachelor’s degree in business, healthcare administration, or related field, or
* 5+ years’ experience in operations management or similar role.
* Proven track record of successful project management and process improvement initiatives.
* Strong understanding of accreditation standards and regulatory requirements.
* Excellent interpersonal, communication, and presentation skills.
* Demonstrated ability to think strategically and provide creative solutions to complex problems.
* Experience leading and managing teams of direct reports.
* Familiarity with electronic health records (EHR) systems.

NOTE:

In reference to the Personnel Policy, Section 1-5 Employment At -Will. All employees who do not have a written contract with the employer for a specific fixed term of employment are thereby employed at the will of the employer for an indefinite period. Employment with the Health Center, without a written contract, is voluntary and therefore employees are free to resign at will at any time with or without cause or reason likewise, the health Center may terminate the employment relationship at will at anytime with or without notice and for any lawful reason deemed appropriate by the Tribe and Health Center staff or for good cause, bad cause, or no cause at all. This policy is commonly referred to as “employment -at- will.”

**UKB and Tribal preference applies.**

**Job Description is subject to change.**

EMPLOYEE SIGNATURE & ACKNOWLEDGMENT PAGE:

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Employee’s Signature Date

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Supervisor’s Signature Date