

Job Code:100306
Position #: (NUNC)..... (E)
Developed by:..... SG; ER
Reviewed by:...CH; LK; DLJ
Approved by:.....LK
Date:3/00;7/02;6/13; 3/16;01/20

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Associate Director, Health Services
DIVISION: Student Affairs (Health Services)
REPORTS TO: Assistant Vice President for Student Health and Wellness/Director, Pauline B. Wood Health Services
GRADE: 15
SUPERVISES: Professional, technical and support staff

BASIC FUNCTION:

Responsible and accountable for the operations and functions of information management and technology, resource management, Business Office, and insurance procurement and marketing at the University of Rhode Island's Health Services, as well as for oversight of the clinical operations of the Pharmacy, health information management, nutrition, diagnostic laboratory, and diagnostic imaging services. Work closely with the Director of Health Services to oversee the day-to-day operation of the facility and to implement the identified strategic plan.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversee the information management and system administration functions for Health Services' networked microcomputer information system. Responsible for establishing and documenting work processes and procedures, for training professional and support staff on system operation, and for serving as liaison to information management vendors (e.g., MediCat, PeopleSoft) in conjunction with the health Services' Information Technologist.

Responsible for system analysis, including translating data and presenting information in a way to facilitate clinical and business decisions.

Oversee the Performance Improvement Program, and, through the application of theory and tools for managers and staff, examine outcomes and processes.

In the Director's absence, responsible for Health Services' overall management.

Coordinate non-University local health and hospital services.

Establish program priorities, planning, and implementation in coordination with Medical Director.

Oversee and coordinate the operation of the Pharmacy and Diagnostic Imaging Departments.

In collaboration with URI's Dining Services and Health Education, oversee and coordinate nutritional services.

Develop and oversee a resource management plan for Health Services.

In consultation with the Director and the Department supervisors, develop and present budgets for Health Services. Supervise and participate in budget preparation and fiscal planning.

Monitor budget execution through review and analysis of financial and personnel documents and reconcile with official University records.

Perform Human Resources Management functions.

Co-supervise (in conjunction with the Medical Director) the Medical Assistant staff.

Establish productivity indicators for each functional area; perform comparative analyses, and provide data-driven information to managers and staff.

Oversee the Accident/Sickness Insurance Program, develop annual insurance bid specifications, and serve as liaison between the broker/underwriter and the University. Receive customer input regarding carrier performance, and lead the negotiations for carrier selection.

Negotiate insurance contracts for the school's health plan and contract with other third party payers. Study and develop alternative models, including capitated and managed care arrangements.

Actively participate in employee contract negotiations.

Liaison to student, professional staff and support staff to ensure that the most cost-effective quality health care is available to the student.

Coordinate initiatives and ensure alignment of Health Services with other Student Affairs departments.

Serve as primary liaison to the Student Health Advisory Council (SHAC) Coordinator and the URI Emergency Service Command Staff.

Oversee the procurement of all supplies and services for Health Services. Provide management monitoring, and liaison with University and State procurement officials.

Responsible for the operation of the facility, including contracts and systems. Serve as the facility's safety officer. Design bid specifications for, and facilitate implementation of these contracts.

Monitor both individual and Health Services' compliance with University, State, and Federal rules and regulations in resource management transactions.

Apply sound business practices in the strategic planning and daily operation of Health Services. Be an active participant on the Health Services' Management Team, assuming leadership role in the absence of the Director.

Represent Health Services in information and operations-related activities, both within and outside the University.

Research, develop, submit and monitor grant initiatives.

Serve on both Health Services-centric and University-wide committees as well as represent Health Services in State-wide groups and initiatives.

Review all non-clinical processes for compliance with accreditation standards of the Joint Commission on the Accreditation of Healthcare Organizations. Develop and implement policies and procedures to ensure these standards are met.

Lead the development of the marketing strategy for the delivery of health care and wellness to a diverse student population.

Advise the Director on the total breadth and depth of the Health Services' operation, and assume the Director's responsibilities in his/her absence.

Responsible for keeping up-to-date with regard to evolving issues in the complex health care environment and, on a regular basis, for reporting trends to the Management Team, the Quality Steering Council and, as appropriate, the general Health Services' staff.

Maintain current working knowledge of all of the University's negotiated labor agreements applicable to Health Services' staff (currently five agreements), and assist managers in dealing with personnel issues that may impact the mission of Health Services.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, facsimiles, printers, scanners, servers, networks; word processing, database management and spreadsheet software. Joint Commission or AAAHC accreditation process.

ENVIRONMENTAL CONDITIONS:

Environmental conditions are those of an office and ambulatory health care facility with no adverse exposure.

QUALIFICATIONS:

REQUIRED: Master's degree in business, health care administration, or related field; Minimum of five years' experience in a health care management function (e.g., managed care, third party reimbursements, capitation, group practice management, and medical information systems); Demonstrated participation in Joint Commission or AAAHC accreditation process, and Continuous Performance Improvement process; Demonstrated experience with Windows technology and application software for analysis; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to organize, coordinate and process large amounts of information; Demonstrated supervisory experience; Demonstrated ability to work with diverse groups/populations; Demonstrated ability to interpret institutional policies, plans, objectives, rules and regulations, and to communicate the interpretation to others; Demonstrated ability to conceptualize, prepare and present clinical and business information for analysis for decision making; Demonstrated ability to speak effectively before faculty and administrative staff members on all non-clinical areas of Health Services; and; Demonstrated ability to work in a team-centered environment.

PREFERRED: Demonstrated experience with MediCat product applications; Demonstrated knowledge of HIPAA and related regulations; and, Demonstrated experience with, or supervisory knowledge of, the operation of pharmacy, health information management, nutrition, diagnostic laboratory, and diagnostic imaging.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.