

Management Job Codes and Descriptions

ADMINISTRATIVE HEAD OF GENERAL SERVICES

2001

General Characteristics: Responsible for the overall administration of multiple non-patient care departments such as housekeeping, maintenance, food services, and engineering or of diverse staff units such as Public Relations, Human Resources, etc.

Include: Head of Administrative Services, Head of Multiple Staff Services.

Representative Activities:

1. Develops goals, objectives and policies for these non-patient care functions and organizes, coordinates and monitors activities.
2. Interprets objectives, policies and procedures.
3. Manages the activities of assigned departments and contract services.
4. Contributes to strategic planning activities.
5. Reviews organization's budget.
6. Evaluates performance of departments at facilities under his/her direction and may evaluate performance of key management personnel.
7. Evaluates requests for new or additional services or programs.

ADMINISTRATIVE HEAD OF MULTIPLE PROFESSIONAL SERVICES

2002

General Characteristics: Responsible for the overall administration of professional service departments (medical, diagnostic and therapeutic).

Representative Activities:

1. Develops objectives and policies.
2. Contributes to strategic planning activities.
3. Reviews organization's budget.
4. Evaluates performance of departments at facilities under his/her direction and may evaluate performance of key management personnel.
5. Evaluates requests for new or additional services or programs.

HEAD OF MARKETING

2003

General Characteristics: Responsible for marketing strategy related to systems, services, product lines and programs.

Representative Activities:

1. Develops and executes marketing plans and programs to ensure the profit growth and expansion of the organization's products/services.
2. Directs the identification and evaluation of special studies relative to the development of new services and programs.
3. May support facilities in liaison with external entities that influence organization's services, programs and facilities.
4. Maintains relationships and secures competitive information on products and services in order to maintain and develop market share.

HEAD OF PUBLIC RELATIONS

2004

General Characteristics: Responsible for directing the public relations and communication activities of the organization to promote its image within the identified market and general public.

Representative Activities:

1. Develops and implements communication strategies, plans and materials consistent with the organization's marketing image.
2. Consults with members of management in order to maintain a consistent public image.
3. Directs publicity releases consistent with public relations objectives and develops and maintains positive relations with local media.
4. Represents the organization at major public events.

HEAD OF MEDICAL STAFF SERVICES

2005

General Characteristics: Responsible for functions which provide administrative assistance to the medical staff that enable them to fulfill their duties and obligations as defined by the Medical Staff Bylaws and Rules and Regulations. Exclude: Physicians and Medical Staff Secretary.

Representative Activities:

1. Coordinates medical staff activities and acts as liaison between the facility medical staff and administration.
2. Responsible for preparation and arrangement of monthly Medical Executive Committee meetings. Develops and distributes agendas; records committee action/minutes. Refers committee actions to the appropriate committee/individuals.
3. Initiates and processes proposed amendments to the Medical Staff Bylaws, Rules and Regulations, and monitors their enforcement.
4. Processes initial appointments and biannual re-appointments to the medical staff, being sure all legal and regulatory criteria are met; oversees the billing, collection and deposits of medical staff dues and related accounting records.
5. Guides the medical staff, in concert with legal counsel, through disciplinary processes involving members of the medical staff.
6. Responds to inquiries from and relating to the medical staff.

HEAD OF VOLUNTEERS

2006

General Characteristics: Responsible for the development, planning, coordination and administration of volunteer services within the organization.

Representative Activities:

1. Oversees the recruitment and screening of volunteers.
2. Coordinates requests for services of volunteers from facility's various departments.
3. Develops orientation and reorientation programs.
4. Maintains necessary records of volunteer hours.
5. Plans recognition and award programs.

ADMINISTRATIVE DIRECTOR, RESEARCH

2007

General Characteristics: Manages funding sources for specific research projects and oversees procedures for submitting proposals to funding agencies on a timely basis. Establishes the mission and goals of the unit, supervises managers and/or coordinators in the unit.

Representative Activities:

1. Trains unit personnel in proposal submission and grant management skills.
2. Works with committees to identify mission, goals and direction of the unit.
3. Monitors all resources to achieve the short-term and long-term goals of the unit.
4. May include other specialties/practice areas.

HEAD OF MANAGED CARE CONTRACTING

2008

General Characteristics: Responsible for contracts management of facility, professional and ancillary agreements. Negotiates contracts to assure the optimum balance of progressive growth and profitability. Coordinates closely with various departments as well as contracted entity.

Representative Activities:

1. Initiates contact with providers to develop and maintain excellent provider relations.
2. Interfaces with departments to address provider's needs.
3. Facilitates resolutions to contractual issues as it relates to functions delegated to the Managed Care Division.
4. Develops, maintains and manages effective relationships with health care providers.
5. Responsible for interfacing with other departments to resolve issues.
6. Provides functional work direction and guidance to Managed Care Division.

HEAD OF MAJOR GIFTS/PLANNED GIFTS

2010

General Characteristics: Plan, implement, manage, coordinate, and market a comprehensive major gifts or estate planning/planned gift program designed to develop and expand major and planned giving fundraising to support Medical Center priorities. Position reports to Head of Philanthropy.

Representative Activities:

1. Develops, monitors and updates a comprehensive one-year and long-range strategic plan, including measurable goals and objectives for the major or planned giving program, and may include a comprehensive marketing strategy.
2. Responsible for planning and implementing effective major gift or planned gift cultivation and solicitation and managing the functional teams of stakeholders involved.
3. With counsel, advises Foundation and Medical Center on legal matters relating to major and planned giving, with specific regard for legal requirements and consequences.
4. Drafts and reviews proposals, gift illustrations, and legal documents; ensures implementation of systems/policies to avoid potential litigation risks related to charitable giving.
5. Trains and supervises staff as well as external stakeholders to build organizational capacity, individual and team productivity, and sustainability in major gift fundraising.

HEAD OF ONCOLOGY

2011

General Characteristics: Responsible for providing overall direction and management, operational planning, administrative coordination and implementation of programs and activities related to oncology service line.

Representative Activities:

1. Collaborates with leaders from the various affiliates to help develop and implement multidisciplinary programs and services and quality improvement efforts.
2. Develops and manages the oncology budget.
3. Represents oncology on committees and external events.
4. Helps develops and carry out marketing plans and public relations programs.
5. Assures the center is in compliance with institutional policies and procedures and accrediting organizations.

HEAD OF FOUNDATION DEVELOPMENT - DIRECTOR LEVEL

2012

General Characteristics: May report to Head of Philanthropy or VP of hospital, or CEO. This position may be titled Foundation Director of Development, Foundation Executive Director or Foundation Chief Development Officer. Often positioned within the hospital at a hospital Director level. The position serves as the principle major gifts officer. Position reports to Hospital President or Head of Philanthropy. May be responsible to the Foundation Board if reporting to the Hospital President.

Exclude: Incumbents who are members of top management.

Representative Activities:

1. Directs, designs, and implements the hospital's fundraising program in two or more of the following areas: major gifts, planned gifts, and annual gifts (includes grants). Also has responsibility for departmental or Foundation operations, donor communication, and recognition of donors.
2. Provides direct support to the Head of Philanthropy and/or the Medical Center CEO in fundraising efforts and strategic planning for fundraising to support the Medical Center's priorities and mission.
3. Maintains a personal portfolio of major gift/planned gift prospects.
4. Advises and guides management in interpretation and application of policies, statutory regulations and programs to ensure the effective use of departmental or Foundation resources consistent with organizational objectives and goals, and creating and managing an operating budget for the resource development office.

2ND HIGHEST POSITION IN FINANCE

2101

General Characteristics: Responsible for the accounting practices and maintenance of fiscal/accounting records and reports in accordance with generally accepted accounting principles. This position could be either VP or Director level.

Please note: Multiple incumbents may be reported. Examples of possible matches include directors of Finance, Decision Support, Accounting and Controller.

Representative Activities:

1. Establishes policies, procedures and programs to ensure effective accounting systems.
2. Monitors preparation of statistical reports and financial statements.
3. Collaborates with other members of management in financial and budgetary matters.
4. Reviews requests against approved budgets to assure availability of funds; monitors approved expenditures; reviews and authorizes exceptions within policy limits.
5. Reviews systems/technology.

HEAD OF PATIENT ACCOUNTS

2102

General Characteristics: May have responsibility for a variety of business activities including billing, collection, and admitting.

Representative Activities:

1. Directs and coordinates the activities of personnel in the business office.
2. Directs the activities of other supervisory personnel with responsibility for patient billing, cashing and collection.
3. Evaluates and revises procedures to ensure compliance with regulatory agencies.
4. Establishes operating policies and procedural changes.
5. Monitors and reviews work of staff to assure completeness, accuracy and timeliness.
6. Reviews systems/technology.

HEAD OF ADMITTING

2103

General Characteristics: Responsible for directing all admitting activities for patients including financial arrangements, data collection and eligibility determination. May include bed reservations.

Representative Activities:

1. Directs and coordinates all admitting activities.
2. Establishes and implements policies and procedures for admission of all inpatients and for registration of all outpatients.
3. Ensures patients and relatives are interviewed to obtain necessary personal and financial information assuring eligibility for inpatient admission and outpatient services.
4. Ensures accurate and timely transmission of admitting information to patient financial services.
5. Directs and coordinates data collection and record keeping with regard to admissions, transfers and other information.
6. Centralized scheduling.
7. Reviews systems/technology.

HEAD OF PATIENT BILLING

2104

General Characteristics: Responsible for patient billing including insurance, reimbursements and third-party billing.

Representative Activities:

1. Directs all patient billing activities, including supervision of personnel.
2. Implements policies and procedures to ensure insurance reimbursement from third-party billings and government insurance programs.
3. Meets with individuals to discuss insurance billing and accounts receivable situations, assists in obtaining financial assistance, and arranges terms of payment.
4. Coordinates timely submission and distribution of patient refunds.
5. Ensures patient billing staff remains current on the full array of third-party contracts and billing requirements.
6. Provides management with periodic reports on patient billing.
7. Reviews systems/technology.

HEAD OF COLLECTIONS

2105

General Characteristics: Responsible for collection activities.

Representative Activities:

1. Directs and coordinates collections' policies and procedures.
2. Establishes procedures that ensure appropriate follow-up on accounts with insurance companies, other third-party payers and individuals.
3. Determines which accounts are to be turned over to external collection agencies.
4. Monitors and reviews work of staff to assure completeness, accuracy and timeliness.

HEAD OF INTERNAL AUDIT

2106

General Characteristics: Conducts, coordinates and manages independent audit projects. Assigns, supervises and reviews work of audit staff members, and oversees all department functions.

Representative Activities:

1. Plans audits and is responsible for timely completion and analysis of all work completed within the department.
2. Develops oral and written recommendation for improvements to operations and internal controls.
3. Provides consulting services to organization's management and staff.

HEAD OF DECISION SUPPORT

2107

General Characteristics: Responsible for the development, implementation and maintenance of the decision support system for the hospital.

Representative Activities:

1. Act as an internal consultant to provide decision support and product line analysis to Administration, Medical Staff and department managers.
2. Coordinates priorities of hospital-wide decision support request/projects with Decision Support Committees.
3. Manages the work of the decision support staff.
4. Provides professional support for value improvement, cost management, Six Sigma projects, budget analysis and clinical efficiency by utilizing the support decision team.
5. Anticipate and develop information reporting that will assist management in the accomplishment of these goals.

HEAD OF REVENUE CYCLE MANAGEMENT

2109

General Characteristics: Responsible for all revenue cycle functions including system billing, reporting and support. Ensures account information contains accurate and comprehensive data to provide timely billing and optimal reimbursement for services.

Representative Activities:

1. Establishes processes, metrics and monitoring systems to maximize reimbursement and cash collections.
2. Ensures timely billing and follow-up on all patient accounts, instituting applicable processes, metrics and monitoring systems.
3. Coordinates the patient accounting functions in order to produce accurate bills, paid in a timely manner.
4. Assures effective coordination of work process with Admitting/Registration, Medical Records, Patient Accounting and Clinical Departments.
5. Establishes and ensures implementation of all revenue cycle policies and procedures.

HEAD OF PATIENT ADMISSIONS, BILLING AND FINANCIAL SERVICES (NEW POSITION)

2110

General Characteristics: Responsible for directing all admitting activities for patients including financial arrangements, data collection and eligibility determination. Also manages patient billing and collections including insurance and reimbursements and third-party billing.

Representative Activities:

1. Directs and coordinates all admitting activities.
2. Establishes and implements policies and procedures for admission of all inpatients and for registration of all outpatients.
3. Directs the activities of other supervisory personnel with responsibility for patient billing, cashing and collection.
4. Directs all patient billing activities, including supervision of personnel.
5. Implements policies and procedures to ensure insurance reimbursement from third-party billings and government insurance programs.
6. Evaluates and revises procedures to ensure compliance with regulatory agencies.
7. Establishes operating policies and procedural changes.
8. Monitors and reviews work of staff to assure completeness, accuracy and timeliness.
9. Reviews systems/technology.

HEAD OF PATIENT AUTHORIZATION (NEW POSITION)

2111

General Characteristics: Responsible for ensuring that organization receives timely authorization for services rendered for the patient population.

Representative Activities:

1. Responsible for department operations of authorizations.
2. Processes letter of agreement arrangements for patients needing services in collaboration with contracting and the referring provider.
3. Performs regular audits of authorizations and referrals.
4. Mitigates any cases that require escalation.
5. Provides in-services or educational programs as needed for both staff and physicians.

HEAD OF BIOMEDICAL ENGINEERING

2201

General Characteristics: Responsible for the provision of engineering and technical counsel on codes and standards, maintenance and repair of medical equipment in clinical areas and for the establishment of appropriate safety standards.

Representative Activities:

1. Ensures preventative maintenance is performed on all medical equipment in compliance with established quality controls, codes and standards.
2. Directs to the activities of the biomedical technicians, including selecting, training/orienting and scheduling of personnel to ensure effective operation of the department.
3. May contact vendors for maintenance and repair services.

HEAD OF CENTRAL SERVICES

2202

General Characteristics: Responsible for the supply, sterile processing and distribution of the supplies and equipment.

Representative Activities:

1. Directs the activities of the facility's central supply personnel regarding stocking and furnishing of sterile and non-sterile supplies and equipment.
2. Directs sterilization, assembly and storage of medical supplies and equipment.
3. Directs activities such as requisitioning, storing, labeling, preparing and distributing clinical equipment.
4. Oversees the maintenance of inventory records and submits requisitions to assure necessary supplies are in stock.
5. Establishes and monitors methods and procedures for preparing, handling and storing of sterile equipment.
6. Implements policies and procedures for assuring sterilization and inventory control.

HEAD OF NUTRITIONAL SERVICES

2203

General Characteristics: Highest position responsible for the dietary departments and all related nutrition and food service activities of the facility.

Representative Activities:

1. Establishes policy. Plans and directs the activities of the nutrition and food department for patients, employees and visitors.
2. Provides guidance and direction in dietary planning including regular and therapeutic diets. Supervises dietitians in performance of therapeutic and other dietary duties.
3. Directs all activities concerning the storage and preparation of food and maintenance of equipment and records.
4. Oversees the maintenance of food preparation areas in accordance with sanitation standards.
5. Directs procurement of food from vendors and suppliers. Maintains cost records on various dietary indicators.

HEAD OF ENGINEERING AND PLANT OPERATIONS

2204

General Characteristics: Responsible for plant management and maintenance and for planning and directing the maintenance and repair of major plant equipment, building and grounds. May Include: Head of Engineering Only, Head of Plant Operations only. May be responsible for construction on existing facilities, gardening and grounds maintenance and/or security services.

Representative Activities:

1. Establishes policies, procedures, programs and budgets to assure effective maintenance of the physical plant in accordance with regulatory requirements.
2. Represents facility with state and local officials for compliance with building regulations.
3. Plans, schedules and oversees major repair, remodeling and construction projects.
4. Assures maintenance of equipment.
5. Directs distribution of steam, power, gas and other utilities; assures proper waste disposal and energy conservation.
6. Directs services provided by outside contractors and vendors.

HEAD OF HOUSEKEEPING/ENVIRONMENTAL SERVICES

2205

General Characteristics: Responsible for managing all aspects of housekeeping/environmental services for medical centers and associated facilities to ensure a safe, sanitary and attractive environment. May be responsible for linen services.

Representative Activities:

1. Oversees the inspection of areas within facility to ensure that standards of cleanliness and safety are being maintained according to established policy and regulatory requirements.
2. Selects, trains, and schedules the activities of staff performing a variety of housekeeping activities.
3. Initiates the requisition and issuance of housekeeping supplies; coordinates maintenance repairs.

HEAD OF MATERIALS MANAGEMENT AND PURCHASING

2206

General Characteristics: Responsible for operations related to such functions as capital equipment management, purchasing, receiving, storage, inventory control and distribution management.

Representative Activities:

1. Establishes and implements policies and procedures. Negotiates major purchasing contracts.
2. Responsible for screening and selecting reliable vendors.
3. Establishes and implements inventory control systems to meet equipment and supply needs.
4. Reviews and directs the acquisition process.

HEAD OF HEALTH INFORMATION MANAGEMENT (FORMERLY HEAD OF MEDICAL RECORDS)

2207

General Characteristics: Responsible for supervising and coordinating the activities concerning analyzing, compiling, abstracting, transcribing, coding, indexing and filing of patient records. May be responsible for utilization review.

Representative Activities:

1. Establishes and oversees policies, procedures, standards and objectives for medical records services; monitors staff compliance.
2. Assures that records are consistent with policy for completeness, accuracy and standards of conformance and meeting standards of various accrediting and regulatory agencies.
3. Develops and prepares statistical reports and analyses based on records in order to analyze the facility's medical activities.
4. Provides recorded medical information to individuals with proper authorization; develops and implements procedures to respond to appropriate requests for information and subpoenas.
5. Coordinates research projects involving utilization of medical records.
6. May direct tumor registry functions.

HEAD OF QUALITY ASSURANCE

2208

General Characteristics: Responsible for developing, implementing and monitoring of a quality review program.

Representative Activities:

1. Directs the collection, measurement and presentation of data required for monitoring quality indicators.
2. Identifies and assesses quality management problems and refers to staff for action.
3. Serves as resource to medical staff and facility committees regarding quality issues.
4. Ensures the provision of in-service education to parties involved in quality assurance, familiarizing them with Joint Commission standards, its interpretation, methods of data collection display and statistical analysis.
5. Monitors compliance with Joint Commission and other regulatory standards.

HEAD OF SECURITY

2209

General Characteristics: Responsible for developing, planning, coordinating and administering a security program that assures a safe environment.

Representative Activities:

1. Develops and maintains inspection procedures of facility and grounds to assure that security is maintained.
2. Screens and selects security personnel, instructs security personnel in policy/procedures, and assigns and schedules employees.
3. Establishes and maintains close liaison with local police and other law enforcement agencies.
4. Makes recommendations concerning staff identification, check points and special alarm systems for emergencies.

HEAD OF CASE MANAGEMENT

2210

General Characteristics: Responsible for developing, planning, coordinating and administering the activities of utilization review. May include case management/social work.

Representative Activities:

1. Directs concurrent review of patient treatment plans and charges in accordance with the facility's third-party reimbursement systems (i.e., Medicare, HMO, Managed Care).
2. Reviews records for services provided to patients to assure the accurate selection of the principal diagnostic codes, procedures and pre-existing conditions in accordance with contractual agreements.
3. Assesses the financial status of and monitors the facility's potential financial risk on a concurrent basis.
4. Identifies cases that may qualify for an outlier status and assembles data necessary for the basis and support of an appeal.
5. Reviews facility and physician case-mix financial data to identify trends and problem areas.

HEAD OF SAFETY

2211

General Characteristics: Responsible for developing and implementing all safety programs for the facilities and associated entities.

Representative Activities:

1. Develops, implements and maintains hazardous waste management program in accordance with all government regulations; prepares and files necessary reports; maintains documentation as required.
2. Interfaces with appropriate government agencies concerning environmental health standards and work place safety.
3. Develops and maintains updated information on NFPA Life Safety Codes and Joint Commission building and safety requirements.
4. Orients new employees to the facility's safety program and internal/external disaster programs.
5. Conducts investigation of accidents resulting from improperly stored flammable or toxic materials, and documents for administration.
6. Provides ongoing health and safety education to employees through workshops, safety handbooks and on-the-job training.
7. Promotes safety programs through participation in committees, inspection and drills.
8. Plans, conducts, critiques and records disaster plan exercises.
9. Maintains current reference library pertaining to occupational health, safety, disaster preparedness and hazardous materials.

HEAD OF QUALITY MANAGEMENT

2212

General Characteristics: Responsible for designing, implementing and administering quality improvement and outcome management.

Representative Activities:

1. Develops and maintains clinical, financial, customer/client outcomes.
2. Develops and maintains a quality and outcomes management information system.
3. Assesses and tracks the performance levels of the facility in carrying out quality and outcomes management.
4. Directs the development of task force facilitators.

HEAD OF MEDICAL LIBRARY SERVICES

2213

General Characteristics: Responsible for directing the medical library services for the facility.

Representative Activities:

1. Directs selection and acquisition of books, periodicals, publications and other materials.
2. Establishes and maintains systems to classify, catalogue, index, circulate and store materials and equipment.
3. Establishes and administers procedures to loan books and other materials. Maintains records of items on loan.
4. Directs staff in answering requests for information and research references. Performs reference searches.

HEAD OF TELECOMMUNICATIONS

2215

General Characteristics: Responsible for organizing and directing activities of the communications system in accordance with applicable administrative and regulatory requirements.

Representative Activities:

1. Oversees the maintenance and upkeep of the communications system, which may include the PBX/telephone systems, paging system and patient TV services. Informs administration of department activities, needs and problems.
2. Maintains department reports and statistics for administrative and regulatory purposes.
3. Negotiates contracts and coordinates installation and/or modification of all communication systems and equipment.
4. Prepares, implements and documents maintenance schedules for all communication equipment. Evaluates and justifies needs for equipment and supplies.
5. May supervise telecommunication technicians who install and/or repair communication equipment.

HEAD OF PAYROLL

2216

General Characteristics: Responsible for the supervision and coordination of all payroll functions, including processing the payrolls and calculating and remitting federal and state taxes.

Representative Activities:

1. Directs timely and accurate completion of payrolls in accordance with generally accepted accounting principles and federal and state requirements.
2. Develops and maintains appropriate internal controls and procedures for all payroll activities.
3. Maintains communication with Human Resources, Finance and Management Information Services.
4. Monitors payments for compliance with state and federal labor laws and with established organization pay policies and practices in conjunction with the organization's Human Resources Department.
5. Prepares or reviews for approval appropriate payroll-related reports for state and federal agencies.
6. Selects, trains and monitors the development and performance of payroll staff.

HEAD OF RISK MANAGEMENT

2217

General Characteristics: Responsible for the development, planning, coordination and administration of a systematic program designed to reduce risk and injury. Exclude: Incumbents spending more than 50% of work time on quality assurance (report under job code 2208).

Representative Activities:

1. Manages the identification, analysis and assessment of loss potential throughout the facility.
2. Identifies legal risks related to professional and comprehensive general liability for the prevention and control of losses due to these legal risks.
3. Analyzes, evaluates and communicates patterns and trends of professional and comprehensive general liability claims experience to the administrative and medical staff.
4. Makes recommendations concerning facility operation to reduce exposure to liability and insurance claims.
5. May represent the organization in litigation matters and coordinates with attorneys.

HEAD OF PBX/TELEPHONE SWITCHBOARD

2218

General Characteristics: Responsible for organizing and directing the operations of the PBX/Telephone switchboards.

Representative Activities:

1. Supervises all PBX or telephone operations. Operates as relief operator at switchboard as necessary.
2. Remains completely familiar with all phases of communication equipment in the organization.
3. Responsible for the training of all operators and the evaluation of their performance.
4. Assists in development of departmental budget.
5. Coordinates all emergency aspects of the communication services of the organization.
6. Maintains and distributes telephone directories relative to use phones, medical staff and patients.

HEAD OF PROGRAMMING

2219

General Characteristics: Directs and supervises the computer programming functions of the facility. Develops department procedures and protocols to maintain high quality programming standards. Evaluates current and projected hardware and software requirements for the organization.

Representative Activities:

1. Coordinates and supervises the evaluation, acquisition and installation of new operating systems and related software.
2. Develops and establishes organizational standards and procedures for documenting all system modifications and upgrades.
3. Ensures that programming quality standards are developed and are maintained.

HEAD OF CLINIC/BUSINESS OFFICE

2220

General Characteristics: Coordinates patient services throughout the group.

Representative Activities:

1. Assures department compliance with approached policies and procedures.
2. Supports and cooperates with all other departments to ensure good communication for continuity of patient care.

HEAD OF COMPLIANCE

2221

General Characteristics: Designs, implements, maintains and communicates an effective compliance program.

Representative Activities:

1. Provides management and oversight of compliance systems and processes that protect assets from financial loss and ensure compliance with established requirements at the state and federal level.
2. Identifies necessary participants in the compliance plan development and administration process and estimates resource needs necessary to accomplish the implementation of a compliance program.
3. Establishes compliance standards and procedures that identify the standards to which employees will be held and the types of conduct which the compliance program is designed to eliminate. Monitors and conducts periodic audits and activities at greatest risk to assure proper compliance.
4. Provides ongoing support, coaching, education, and participates collaboratively with management and staff to design systems and processes to assist them in addressing and preventing potential compliance issues.

HEAD OF SPIRITUAL SUPPORT

2222

General Characteristics: Provides managerial oversight spiritual counseling and guidance to patients and employees.

Representative Activities:

1. Directs spiritual care services to the patients, family and staff.
2. Ensure an effective and coordinated spiritual care program.
3. Evaluates and assesses the religious programs offered to determine effectiveness, use and future needs.
4. Maintains accurate, current and accessible system of records and confidential files.
5. Enhances and maintains good community relations.

HEAD OF APPLICATIONS

2223

General Characteristics: Facilitates the analysis, planning, designing, building and maintaining all software applications adopted.

Representative Activities:

1. Coordinates within IS, other departments and vendors as appropriate to assure the integration and orderly transition of new applications and upgrades of existing systems.
2. Participates in the formulation of IS strategies for business process improvements, system performance improvements or system functions that may be required for regulatory compliance.
3. Recommends and develops approval policies, procedures and standards relative to information management and systems.

HEAD OF TECHNICAL SERVICES

2224

General Characteristics: Responsible for recommending, assessing, building, implementing, testing and maintaining all networks, system security, databases and other technology components. May include telecommunications.

Representative Activities:

1. Identifies and coordinates requirements for effective Change Management controls.
2. Coordinates within IS, other departments and vendors to assure the integration and orderly transition of new technology, new application software and associated upgrades/maintenance routines of existing technologies.
3. Recommends and develops approval policies, procedures and standards relative to information management and systems.

HEAD OF INFORMATION SYSTEMS/TECHNOLOGY

2214

General Characteristics: Responsible for all information system activities, including systems analysis, programming, computer operations and hardware acquisition.

Representative Activities:

1. Develops and recommends objectives and priorities of information systems. Develops overall strategy for systems development.
2. Manages liaison between information systems and other functions. Reports to management on information systems plans, projects, performance and related matters.
3. Directs acquisition, integration and installation of hardware.
4. Sets policies and procedures, technical standards and methods.
5. Oversees development and administration of clinical and financial applications.

HEAD OF FACILITIES AND PLANNING

2225

General Characteristics: Provides leadership in the development of program, policies and procedures needed to plan, design, build and operate facilities.

Representative Activities:

1. Negotiates contractual agreements related to facilities, real estate, and construction, supervising projects and contractors/architects and projects.
2. Leads the interaction and communication with key internal departments to ensure ongoing alignment of facility projects with organization's strategies.

HEAD OF STERILE PROCESSING

2226

General Characteristics: Coordinates the operations, training, scheduling and evaluations of the Sterile Processing Department and personnel.

Representative Activities:

1. Manages all activities related to equipment/instrument decontamination, processing and sterilization to meet the needs of all customers.
2. Designs an internal structure that promotes team development, decision making, and conflict resolution.
3. Ensures that all sterilization equipment and records are properly maintained indicating that proper parameters are met and that recall process are in place if needed.
4. Responsible for the development and oversight of departmental operational budget.

HEAD OF CLINICAL INFORMATION SYSTEMS

2227

General Characteristics: Responsible for the implementation of clinical information systems that improve clinical practices through technology enabled acquisition, aggregation and communication of patient information.

Representative Activities:

1. Assesses facility readiness for clinical information systems technology implementation and facilitates implementation of change strategies to resolve issues identified in the gap analysis.
2. Participates in clinical information systems application acquisition based on patient safety, customer service, strategic goals, regulatory requirements and organizational performance improvement.
3. Facilitates comprehensive work process redesign necessary to support technology implementation in the clinical work setting.
4. Facilitates collection, analysis and outcome reporting of organizational performance measures related to clinical information systems.

HEAD OF COMMUNITY OUTREACH

2228

General Characteristics: Responsible for the planning, development, implementation and tracking of all hospital community events.

Representative Activities:

1. Works with a diverse mixture of internal and external audiences to build awareness and preference for the hospital and its services.
2. Inspires others to contribute to the mission and vision by communicating clear and meaningful goals.
3. Champions strategic change projects that improve the health of the organization
4. Plans diligently and orchestrates resources effectively to maximize cost effectiveness of all change projects.

HEAD OF CLINICAL INFORMATICS

2229

General Characteristics: Responsible for providing leadership and direction for clinical documentation and the transformation of the paper medical record to electronic medical records.

Representative Activities:

1. Manages all operational aspects of the clinical information systems.
2. Manages staff, functions and activities.
3. Plans designs, validation testing, education, and implementation of clinical information systems.
4. Collaborates with other clinical departments and systems to perform project specific hardware assessments.
5. Communicates pertinent information regarding the clinical information system to entire organization through ongoing reports to key leadership groups and regular distribution of documentation compliance reports.

HEAD OF INFECTION CONTROL

2230

General Characteristics: Responsible for the multiple facets of the hospital-wide infection control program including surveillance, best-practices, policies, compliance, and regulatory requirement.

Representative Activities:

1. Develops annual infection control program, risk assessment, and PI Plan and leads program to decrease or eliminate hospital-acquired infections.
2. Is accountable for the daily operations and budget of the infection Control Department.
3. Collaborates with Employee/Occupational Health and others on outbreak investigations, treatments, and immunization programs.
4. Serves as the hospital liaison to the county, state, corporate, and external agencies.
5. Responsible for investigations, treatments, and immunizations program.

HEAD OF CODING

2231

General Characteristics: Responsible for overseeing the day-to-day operations of all of coding. Position typically report to Head of Health Information Management (Job Code 2207).

Representative Activities:

1. Supervises and directs assigned personnel.
2. Monitors department processes and systems, and makes recommendations for improvement.
3. Enhances professional growth and development through participation in education programs, current literature, in-service meetings and workshops.
4. Ensures the confidentiality/privacy of all patient care, physician information, and data.

HEAD OF INFORMATION TECHNOLOGY SECURITY AND DISASTER RECOVERY

2232

General Characteristics: Responsible for delivering disaster recovery services through people, process and technology.

Representative Activities:

1. Coordinates the development of advance arrangements and procedures to ensure the organization can respond to an IT disaster and critical business functions can be resumed within a defined time frame with minimal loss.
2. Coordinates, designs, develops, maintains, and exercises (tests) the overall IT disaster recovery plans for each critical functional area of the organization.
3. Coordinates the IT recovery function in the event of an actual disaster recovery effort.
4. Submits reports as requested to senior management/administration.
5. Maintains project lists and manages project priorities and schedules to ensure timely project completion.
6. Ensures the organization meets all the mandated security and compliance standards.

HEAD OF GIFT SHOP

2233

General Characteristics: Responsible for profitable operation, appearance, and public relations of the Gift Shop.

Representative Activities:

1. Ensure Gift Shop hours of operation maximize profitability.
2. Staff schedule effectively.
3. Prepares financial and inventory reports accurately.
4. Identify opportunities for sales and promotion.
5. Develop and implement stock rotation schedules and seasonal displays.

HEAD OF PATIENT RELATIONS

2234

General Characteristics: Responsible for managing patient relations and complaint activity. Serves as liaison between the patients, their families, and the organization's departments, administration, and physicians for thorough and timely resolution of issues, concerns, and complaints.

Representative Activities:

1. Provides patients and their families and other healthcare consumers assistance and support when raising issues and concerns.
2. Coordinates complaint process according to current regulations and standards.
3. Assists and counsel's managers about complaint management, including effective communication.
4. Promotes confidentiality, respect, and dignity for all persons encountering the organization in a culturally competent context.
5. Serves as a central resource for information concerning patient's rights and responsibilities, advance directives, and ethical issues.
6. Provides consultation on issues that impact patient rights.

HEAD OF PATIENT EXPERIENCE & PERFORMANCE EXCELLENCE

2235

General Characteristics: Responsible for administration of Performance Excellence and Patient Experience.

Representative Activities:

1. Works with all levels in the organization to identify and eliminate non-value-added activities (waste/inefficiencies) and/or variation in processes while facilitating Lean Six Sigma thinking and understanding across the organization.
2. Directs and serves on committees, adhoc task forces, and subcommittees addressing issues of patient experience, quality care, process development, Lean Six Sigma implementation and process/system redesign.
3. Develops, prioritizes, directs and/or coordinates the redeployment of Lean Six Sigma initiatives across the organization.
4. Leads continuous improvement projects to increase productivity and improve customer (internal and external) satisfaction.

HEAD OF TECHNICAL INFRASTRUCTURE

2236

General Characteristics: Responsible for managing and developing a partnering relationship between IT and functional business lines to ensure a high-level and systems integrity, availability, and security. Provides technological infrastructure architecture (hardware– servers, desktops; networks, operating systems; telecommunication) based on standards that will allow for continual planned growth and scalability.

Representative Activities:

1. Justifies and maintains appropriate department staffing levels, utilizing fiscally sound, hospital accepted management guidelines.
2. Directs, coordinates, and manages multiple clinical and financial projects by supervising all activities of the project team(s) and vendors to ensure that projects goals and objectives are achieved.
3. Establishes and manages projects(s) schedule and budget.
4. Establishes policy and procedures for each project with regards to JCAHO/HIPAA standard practices and HIS downtime procedures.

HEAD OF TRANSITION PLANNING

2237

General Characteristics: Responsible for ensuring smooth transitions for facility relocations. Provides leadership and technical guidance to managerial staff to assure that plans are sound, safe, and well-executed on budget and on time.

Representative Activities:

1. Develops and implements transition plans for the replacement hospitals and other facilities; defines physical and patient move concepts, develops activation plans, performs studies on patient activation and emergency response time, establishes move and activation routes and determines departmental sequencing moves.
2. Coordinates the development-of and actively manages the Facility location budgets.
3. Identifies resources required to achieve results and advocates for them during resource allocation.
4. Coordinates processes to identify departmental and hospital licensure, certification, and accreditation requires including environment of care considerations for occupancy of new facilities.

HEAD OF STERILE PROCESSING/CENTRAL SERVICES (NEW POSITION)

2238

General Characteristics: Responsible for the coordination the operations, training, ordering and distribution of supplies, scheduling and evaluations of the hospital.

Representative Activities:

1. Directs the activities of the facility's central supply personnel regarding stocking and furnishing of sterile and sterile and non-sterile supplies and equipment.
2. Manages all activities related to equipment/instrument decontamination, processing and sterilization to meet the needs of all customers.
3. Directs sterilization, assembly and storage of medical supplies and equipment.
4. Ensures that all sterilization equipment and records are properly maintained indicating that proper parameters are met and that recall process are in place if needed.
5. Directs activities such as requisitioning, storing, labeling, preparing and distributing clinical equipment.
6. Oversees the maintenance of inventory records and submits requisitions to assure necessary supplies are in stock.
7. Establishes and monitors methods and procedures for preparing, handling and storing of sterile equipment.
8. Implements policies and procedures for assuring sterilization and inventory control.

HEAD OF QUALITY MANAGEMENT/ASSURANCE (NEW POSITION)

2239

General Characteristics: Responsible for developing, implementing and monitoring of a quality review program. Designs, implements and administers quality improvement and outcome management.

Representative Activities:

1. Directs the collection, measurement and presentation of data required for monitoring quality indicators.
2. Develops and maintains clinical, financial, customer/client outcomes.
3. Identifies and assesses quality management problems and refers to staff for action.
4. Develops and maintains a quality and outcomes management information system.
5. Serves as resource to medical staff and facility committees regarding quality issues.
6. Assesses and tracks the performance levels of the facility in carrying out quality and outcomes management.
7. Ensures the provision of in-service education to parties involved in quality assurance, familiarizing them with Joint Commission standards, its interpretation, methods of data collection display and statistical analysis.
8. Monitors compliance with Joint Commission and other regulatory standards.
9. Directs the development of task force facilitators.

HEAD OF PROGRAMMING/APPLICATIONS (NEW POSITION)

2240

General Characteristics: Directs and supervises the computer programming functions. Develops department procedures and protocols to maintain high quality programming standards. Evaluates current and projected hardware and software requirements for the organization. Manages the analysis, planning, designing, building and maintenance of all software applications adopted.

Representative Activities:

1. Coordinates and supervises the evaluation, acquisition and installation of new operating systems and related software.
2. Develops and establishes organizational standards and procedures for documenting all system modifications and upgrades.
3. Ensures that programming quality standards are developed and are maintained.
4. Coordinates within IS, other departments and vendors as appropriate to assure the integration and orderly transition of new applications and upgrades of existing systems.
5. Participates in the formulation of IS strategies for business process improvements, system performance improvements or system functions that may be required for regulatory compliance.
6. Recommends and develops approval policies, procedures and standards relative to information management and systems.

2ND HIGHEST POSITION IN HR/HEAD OF HUMAN RESOURCES

2301

General Characteristics: Responsible for the day-to-day operations of the personnel department. May report to the Chief Human Resources Officer. This position could be VP or Director level.

Exclude: Incumbents with responsibility for non human resource related departments; Incumbents who are members of top management; exclude Chief Human Resources Officer.

Representative Activities:

1. Interprets facility policy and changes or modifies policies to ensure compliance with laws, regulations, competitive practices and operational objectives.
2. Directs two or more of the following area: personnel, staff development and training, employee health services, benefits administration, human resources planning and utilization, compensation, employment/labor relations and human resources information systems.
3. Advises and guides management in interpretation and application of personnel policies, statutory regulations and programs to ensure the effective use of human resources is consistent with organization objectives and goals.
4. Facilitates the resolution of employee grievances and claims. May participate in union negotiations and arbitration proceedings.
5. May oversee AQMD compliance.

HEAD OF COMPENSATION AND BENEFITS

2302

General Characteristics: Responsible for directing, planning and administering system programs and/or the development, installation and maintenance of competitive and equitable compensation and benefit programs.

Exclude: Head of Compensation Only, Head of Benefits Only.

Representative Activities:

1. Responsible for planning, developing and implementing the overall salary administration and/or benefits program for the facility.
2. Directs administration of performance appraisal system.
3. Establishes plans and procedures used in carrying out compensation/benefits policies and practices.
4. Conducts and interprets wage and salary/benefits surveys and recommends changes to ensure the maintenance of the facility's compensation objectives.
5. Participates in the establishment of long-term objectives of compensation/benefit programs.
6. Gives advice and counsel regarding current developments in compensation/benefits programs.
7. May direct HRIS.

HEAD OF COMPENSATION

2309

General Characteristics: Responsible for producing and directing the implementation of the organization's compensation program. Makes suggested revisions to the compensation plan or procedures.

Representative Activities:

1. Plans, directs, supervises, and coordinates work activities of subordinates and staff.
2. Develops job descriptions, analyzes jobs, conduct salary surveys and job evaluations, and establishing a salary structure.
3. Administers all compensation plans including bonuses or incentives
4. May manage the performance appraisal system or other compensation staff.

HEAD OF BENEFITS

2310

General Characteristics: Responsible for producing or advising on benefits plans for the organization. Benefits administered may include health, dental, vision, disability, or retirement.

Representative Activities:

1. Plans, directs, supervises, and coordinates work activities of subordinates and staff.
2. Implements programs and procedures.
3. Arranges and affects new programs with benefits vendors.
4. Oversees programs for conformance with government regulations.
5. Manage the design and development of tools to assist employees in benefits selection.

HEAD OF EDUCATION AND TRAINING

2303

General Characteristics: Responsible for establishing, implementing and coordinating a broad range of programs. Exclude: Nursing only (use job code 2405).

Representative Activities:

1. Assesses facility's training and development needs to assure compliance with all regulatory requirements.
2. Directs the design, implementation and evaluation of a broad range of educational programs including orientations, workshops, seminars and conferences.
3. Directs or conducts managerial/supervisory training programs.
4. May direct community education programs.

HEAD OF EMPLOYMENT/RECRUITMENT/TALENT MANAGEMENT

2304

General Characteristics: Responsible for all activities related to recruitment, placement and retention.

Representative Activities:

1. Establishes and implements policies and procedures for recruitment, selection and placement.
2. Assures proper maintenance of files and records concerning employment, including promotions, transfers and terminations.
3. May conduct interviews including initial screening and selection.
4. Designs or assists in development of communication materials for new employee orientation.
5. Administers programs for testing and selection of personnel; assures compliance with EEO regulations and internal affirmative action.
6. Maintains records and monitors employee turnover; conducts exit interviews; may conduct study on reasons for turnover and present suggestions to reduce turnover or improve selection procedures.
7. Designs or assists in development of recruitment materials.
8. May coordinate new employee orientation program.

HEAD OF EMPLOYEE HEALTH

2305

General Characteristics: Responsible for health services and education for employees, including employee physicals, annual physical assessments, first aid and immunizations.

Representative Activities:

1. Develops a comprehensive employee health program that provides new employees with a health history, physical exam and required tests. Monitors and maintains annual required physicals and tests for all employees.
2. Provides first aid or acts as liaison with emergency department in the provision of first aid.
3. Maintains required records, reports and statistics for administrative and regulatory purposes.
4. Promotes employee health programs through active participation in risk management/safety and infection control committees.
5. May direct the timely completion of all required workers' compensation reports, new hire and annual employee physical evaluations and state disability insurance reports.

HEAD OF EMPLOYEE/LABOR RELATIONS

2306

General Characteristics: Responsible for planning, developing, implementing and managing employee relations strategies and programs.

Representative Activities:

1. Designs, develops and implements an employee relations program which addresses consistent application of human resources policies, including progressive discipline, termination issues and grievances.
2. Ensures employee relation program meets local, state and federal regulatory requirements.
3. Consults with management regarding preventative labor relations or interpretation and resolution of disputes involving collective bargaining agreements.
Analyzes and identifies statistical trends on termination reasons and employee relations issues.
May participate in union negotiations and arbitration.

HEAD OF HUMAN RESOURCES INFORMATION SYSTEM

2307

General Characteristics: Coordinates, develops and directs the implementation of the strategic plan for HR information systems (HRIS). Provides technical support on HRIS practices and innovations and ensures that all applications comply with legal requirements.

Representative Activities:

1. Manages the testing, implementation and maintenance of new or modified human resources systems to meet the organization's ongoing needs.
2. Collaborates with IT in the development, implementation, maintenance and support of HRIS applications.
3. May supervise maintenance and processing of employee records.
4. Identifies analyzes and proposes changes to current processes to improve operations of assigned HR functions areas.
5. Develops audit reports to ensure accuracy of data.

HEAD OF PHYSICIAN RECRUITMENT

2308

General Characteristics: Responsible for providing a full range of employment services, program development and accurate marketing analysis and planning for the hospital and affiliated groups.

Representative Activities:

1. Oversees the entire process of obtaining practice profile information, sourcing and prescreening candidates, referencing, and site visit coordination.
2. Completes a community needs assessment for the organization.
3. Conducts candidate follow up to ensure recruitment needs are met.
4. Conducts contract negotiation with vendors.
5. Arranges placement of physicians in temporary assignments.
6. Coordinates activities on the recruitment calendar, preparation and attendance at recruitment events.

HEAD OF ORGANIZATIONAL DEVELOPMENT

2311

General Characteristics: Responsible for the design, development and management of organizational and individual programs that result in an effective and efficient workforce and organization.

Please Note: This position is not an executive level position and will report, most likely to the top Human Resource Executive/Chief Human Resource Officer.

Representative Activities:

1. Serves as a consultant to organizational members and collaborates to facilitate and sustain high performance culture.
2. Provides leadership, direction and support for the development of effective organization processes, structures and training programs for the hospital.
3. Applies broad knowledge, innovation, best practices and theoretical frameworks when addressing complex issues.
4. Develops business systems, processes and organizational development strategies that improve productivity, increase efficiency, enhanced quality and strengthened financial results.
5. Works with senior management to develop plans, presentations and reports as needed.
6. May include performance measurement and analysis.

HEAD OF STAFFING (NON-RN)

2312

General Characteristics: Responsible for the planning, coordination and implementation of a comprehensive staffing service.

Representative Activities:

1. Interviews, selects and maintains competency of Staffing Department personnel.
2. Maintains expertise and provides consultation to leadership regarding legal issues/ regulations as they relate to staffing/scheduling, including wage and hour, agency use and Joint Commission/Title XXII requirements.
3. Monitors, measures and responds to metrics results related to staffing, scheduling and related quality/performance indicators.
4. Continuously seeks and implements methods to improve satisfaction related to staffing/scheduling of employees in department served.

HEAD OF WORKERS' COMPENSATION

2313

General Characteristics: Responsible for administering, planning and organizing the hospital-wide workers' compensation program, with the primary goal of the reduction and management of financial loss to the hospital resulting from associate and volunteer injury.

Representative Activities:

1. Manages all litigated workers' compensation toward closure
2. Meets with the Occupational Health Services Manager and the Safety Office on a regular basis to review new and open claims for updates, status changes and handling strategy.
3. Develops case management strategies; provide direction on effectively managing Workers' Compensation Program.
4. Acts as a facility liaison working with insurance carrier, physicians, injured workers, and attorneys in managing Workers' Compensation claims.
5. Support compliance with Workers' Compensation rules and regulations, work on projects designed to lower the incidence of occupational injuries and illness.

CLINICAL DIRECTOR OF NURSING SERVICES

2401

General Characteristics: Responsible for multiple departments and ensures quality standard of patient care is provided in medical centers and associated facilities. May direct or carry out special projects assigned by the Head of Nursing Services.

Exclude: Chief Nursing Officer

Representative Activities:

1. Plans, directs and coordinates services for assigned departments regarding operations, nursing practices, long goals and budgets.
2. Advises the Head of Nursing Services of administrative and nursing issues, and needs of individual nursing units.
3. Consults and directs unit supervisors/head nurses in regard to staffing matters, problem solving, training, supplies and equipment requisites and human resources management (i.e., performance evaluations).
4. Ensures compliance with quality assurance, safety, infection control, and environmental procedures in accordance with regulatory requirements.
5. Prepares reports, maintains records, compiles statistics, etc., as directed/required.
6. May assume head of nursing services position, assumes most of the primary duties including supervising and coordinating activities of the nursing services department.

HOUSE SUPERVISOR

2402

General Characteristics: Responsible for supervising and coordinating of the operational activities of nursing personnel in more than one major patient care unit, or may have broader responsibilities on the PM or night shift or weekend (i.e., responsibility for entire house).

Representative Activities:

1. Assists in determining staffing needs and plans. Monitors performance of nursing units and nursing services on assigned shifts.
2. Assists in implementing objectives, standards and plans pertaining to activities of nursing personnel within the units.
3. Plans and schedules work of personnel and assign units and coordinates activities with other units and departments concerned with patient care.
4. Coordinates, directs, evaluates, and suggests modifications of the day to day activities.

HEAD OF SURGERY AND RECOVERY ROOM

2403

General Characteristics: Responsible for developing, planning, coordinating and administering surgery and recovery room services. May have responsibility for outpatient surgery or central supply.

Exclude: Incumbents who are not RNs.

Representative Activities:

1. Implements objectives, standards and plans pertaining to surgical services for assigned personnel.
2. Supervises the activities of the nursing personnel in the surgery and recovery room areas.
3. Determines staffing, training and development needs.
4. Coordinates scheduling of all surgical procedures including the appropriate provisions for anesthesia, radiology, etc.
5. May serve on surgery and infection control committees and interface with the medical staff.

HEAD OF PSYCHIATRIC SERVICES (INPATIENT)

2404

General Characteristics: Responsible for the 24-hour management in assigned unit(s).

Representative Activities:

1. Supervises and coordinates the work of licensed and unlicensed personnel in a unit. Manages quality and effectiveness of care given by staff.
2. Develops a cost-effective, 24-hour staffing pattern within the unit(s) to meet needs of patients and labor budget.
3. Participates within the department of nursing service in establishing the standards of patient care, policies and objectives of a given unit; communicates such standards, policies and objectives to unit(s) staff, patients, family and community.
Responsible for carrying out psychiatrists/physicians' orders, and for the accurate reporting and recording of patients' symptoms, reactions and progress.

HEAD OF NURSING IN-SERVICE EDUCATION

2405

General Characteristics: Responsible for developing, implementing and administering in-service education and orientation for nursing services.

Exclude: Incumbents responsible for education for more than nursing (use job code 2303).

Representative Activities:

1. Coordinates programs for the development of nursing staff. Plans and conducts regular specialized in-service training.
2. Develops and implements orientation programs.
3. Recommends training and development needs to nursing managers. May make recommendations for competency requirements, work simplification and improvement in delivery of services.

HEAD OF URGENT CARE CENTER

2406

General Characteristics: Responsible for directing, organizing and planning activities of an urgent care center.

Representative Activities:

1. Develops goals, objectives and budget for the operation of the center.
2. Promotes efficient and appropriate cost effective measures in the center's operations.
3. Develops and evaluates the level of care requirements and establishes optimum levels of care.
4. Monitors the center's quality improvement programs.

NURSE MANAGER (MULTIPLE UNITS)

2407

General Characteristics: Responsible for the clinical and administrative management of multiple assigned units or a single large unit (i.e. typically over 75 FTEs). Has 24-hour accountability for the management of personnel, fiscal and material resources. Coordinates the scheduling of hospital nursing staff according to patient acuity; maintains and monitors staffing records and statistics. Supervises and leads assigned personnel in day-to-day operation of the office.

Representative Activities:

1. Manages the delivery of nursing services across multiple units or a single large unit as defined by your organization.
2. Conducts hiring, disciplinary action, scheduling, orientation, performance appraisals, educational needs and conflict resolution.
3. Develops annual departmental budget objectives and prepares budget.

NURSE MANAGER (SINGLE UNIT)

2408

General Characteristics: Responsible for the clerical and administrative management of a single unit as defined by an organization (i.e., typically under 75 FTEs). Has 24-hour accountability for the management of personnel, fiscal and material resources. Coordinates the scheduling of hospital nursing staff according to patient acuity; maintains and monitors staffing records and statistics. Supervises and leads assigned personnel in day-to-day operation of the office.

Representative Activities:

1. Manages the delivery of nursing services across a single unit as defined by your organization.
2. Conducts hiring, disciplinary action, scheduling, orientation, performance appraisals, educational needs and conflict resolution.
3. Develops annual departmental budget objectives and prepares budget.

NURSING SHIFT SUPERVISOR / CHARGE NURSE

2409

General Characteristics: Responsible for managing and supervising nursing service functions over a specified timeframe. May also assist in administrative responsibilities as assigned including planning, budgeting, hiring, and scheduling activities.

Representative Activities:

1. Ensures delivery of comprehensive nursing services during assigned shift(s) and coordinates its activities.
2. Maintains appropriate staffing levels and makes adjustments as necessary.
3. Routinely makes rounds to patient care areas to ensure satisfactory performance.

HEAD OF PERIOPERATIVE SERVICES (SURGICAL SERVICES)

2410

General Characteristics: Responsible for providing overall direction and management, operational planning, administrative coordination and implementation of programs and activities related to perioperative services. May also include expanded oversight role in the surgery and recovery department.

Representative Activities:

1. Provides overall personnel and fiscal management, clinical standards development and leadership of staff.
2. Collaborates with physician, nurses and others on recommended patient care and recommends changes.
3. Accesses and intervenes proactively in problem-solving clinical issues with patients, family and health care team.
4. Monitors patient progress along critical pathway to ensure clinical and financial outcomes.

HEAD OF CARDIOLOGY

2501

General Characteristics: Responsible for directing and coordinating the cardiology department. May include cath lab, EKG, EEG, cardiovascular and related specialized services.

Representative Activities:

1. Develops objectives and policies for these areas and organizes, coordinates and monitors activities. Interprets objectives, policies, and procedures.
2. Coordinates the activities of the assigned departments with other departments both within and outside the organization.
3. Resolves problems with department heads concerning utilization of facilities and equipment.
4. Assists in establishing budgets for departments; monitors expenditures against budgets.
5. Evaluates performance of departments and key management personnel under his/her direction.

HEAD OF RESPIRATORY THERAPY

2511

General Characteristics: Responsible for the development, planning, coordination and administration of the respiratory therapy department. May include blood gas lab and pulmonary function area.

Representative Activities:

1. Assigns individual cases to therapists, specifying type of treatment, equipment and/or therapeutic devices.
2. Supervises the activities of the respiratory therapy staff in the appropriate patient care areas.
3. Determines staffing, training and development needs.
4. Consults with physicians concerning treatment and schedules patients in accordance with available staff and equipment.
5. Oversees the maintenance of equipment and ensures adequate supply levels.

HEAD OF CARDIOPULMONARY SERVICES

2502

General Characteristics: Responsible for directing and coordinating the activities of the respiratory therapy and cardiology departments. May include cath lab, EKG, EEG, blood gas lab and pulmonary function activities.

Exclude: Incumbents not responsible for either Cardiology or Respiratory Therapy (use job codes 2501 and 2511 respectively).

Representative Activities:

1. Coordinates the activities of the assigned departments with other departments both within and outside the facility.
2. Consults with physicians concerning treatment and scheduling of patients. Resolves problems with department heads concerning utilization of facilities and equipment.
3. Schedules and coordinates the activities of therapists and technicians in the department. Provides input into treatment plans.
4. Ensures staff is trained on appropriate equipment.
5. Evaluates department and staff performance.
6. Establishes budgets for departments; monitors expenditures against budget.

HEAD OF HOME HEALTH SERVICES

2504

General Characteristics: Responsible for directing and coordinating home health activities and services in accordance with established organization policies. Include: RNs Only.

Representative Activities:

1. Extends home-based patient care services such as physical therapy, occupational therapy and respiratory therapy, and provides other equipment needs and related services.
2. Maintains required records and reports for the facility, licensing agencies and accrediting agencies, as well as other governmental agencies.
3. Supervises home health and any other designated personnel; evaluates personnel performance in relation to department objectives, productivity, job descriptions and services provided.
4. Establishes procedures, policies and programs to ensure quality of services provided in accordance with licensing requirements and as directed by the governing body.

HEAD OF IMAGING SERVICES

2505

General Characteristics: Responsible for medical imaging services, which may include diagnostic radiology, nuclear medicine, and therapeutic radiology.

Representative Activities:

1. Establishes policies, procedures, programs and budgets to ensure the quality and safety of services provided.
2. Directs, trains and schedules the activities of staff.
3. Evaluates and recommends new equipment and techniques.
4. Assures that quality standards established by the medical staff for X-ray, CAT Scan, MRI and ultrasound testing are maintained.

HEAD OF LABORATORY

2506

General Characteristics: Responsible for planning and coordinating all functions within the laboratory, such as bacteriology, microbiology, blood bank, chemistry, hematology and serology.

Representative Activities:

1. Directs and coordinates the activities of individuals performing a variety of microscopic chemical and bacteriological tests and procedures, exudates, skin scrapings, autopsy and surgical specimens to obtain data for diagnosis and treatment of diseases.
2. Ensures the validity and accuracy of all test results.
3. Coordinates with pathologist to schedule work and establish priorities; oversees work schedules and assignment of work to staff.
4. Assures proper maintenance of records regarding tests, and charts test results to assure acceptable variation within quality control range.
5. Consults with medical staff and other health care providers on matters relating to laboratory services.
6. Oversees computation of laboratory costs; determines charges and sets up charging system for laboratory services.

HEAD OF PHARMACY

2507

General Characteristics: Responsible for all activities of the pharmaceutical services.

Representative Activities:

1. Directs, coordinates and supervises pharmaceutical services including purchasing, receiving, storing, compounding and dispensing of drugs. Establishes and maintains policies and procedures concerning operations of the facility's pharmacy.
2. Consults with and advises medical staff personnel regarding utilization of drugs and pharmaceuticals.
3. Oversees inventory to determine stock needs and assures use before expiration date. Supervises maintenance of records, files and other references.
4. Selects vendors and oversees inspection of pharmaceutical items received.
5. Directs pharmaceutical research efforts.
6. Keeps abreast of latest developments concerning new drugs or developments reported from research laboratories concerning utilization of drugs and pharmaceuticals.
7. Assures compliance with all regulatory agencies, licenses requirements and Joint Commission.
8. Develops and monitors operating and capital budgets.

HEAD OF PHYSICAL THERAPY

2508

General Characteristics: Responsible for management and daily operation of physical therapy services.

Exclude: Incumbents responsible for Occupational Therapy and/or Speech (use job code 2510).

Representative Activities:

1. Supervises and coordinates the activities of staff in providing physical therapy services. Assigns patients to staff therapists and reviews patients' progress.
2. Coordinates with other services to assure proper patient care.
3. Directs development of approved procedures for physical therapy. Establishes policies for safety and assures adherence to safety procedures in the use of physical therapy equipment and the handling of patients.
4. Consults with physicians on patient progress and maintains appropriate records; may advise physicians in development of specialized physical therapy programs consistent with special patient needs.
5. Oversees orientation and training of new employees in procedures and techniques.
6. Develops and monitors operating and capital budgets.

HEAD OF REHABILITATION SERVICES

2509

General Characteristics: Responsible for the management of rehabilitation services such as physical therapy, occupational therapy, speech, audiology and recreation therapy.

Representative Activities:

1. Oversees multiple areas including physical and occupational therapy and related specialized services such as speech and recreational therapy. Evaluates performance of departments and personnel under his/her direction.
2. Develops objectives and policies.
3. Coordinates the activities of assigned facilities with other departments both within and outside the facility. Resolves problems with department heads concerning utilization of facilities and equipment.
4. Oversees the orientation and training of new employees in procedures and techniques.
5. Assures compliance of all regulatory agencies, licenses requirements and Joint Commission.
6. Develops and monitors operating and capital budgets.

HEAD OF OCCUPATIONAL THERAPY

2510

General Characteristics: Responsible for management and daily operations of the occupational therapy services.

Exclude: Incumbents responsible for Physical Therapy and/or Speech (use job code 2508).

Representative Activities:

1. Supervises and coordinates the activities of staff in providing occupational therapy services. Assigns patients to staff therapists and reviews patients' progress.
2. Coordinates with other services to assure proper patient care.
3. Directs development of approved procedures for occupational therapy. Establishes policies for safety and assures adherence to safety procedures in the use of occupational therapy equipment and the handling of patients.
4. Consults with physicians on patient progress and maintains appropriate records; may advise physicians in development of specialized occupational therapy programs consistent with special patient needs.
5. Oversees orientation and training of new employees in procedures and techniques.
6. Develops and monitors operating and capital budgets.

HEAD OF SOCIAL SERVICES

2512

General Characteristics: Responsible for developing, planning, coordinating and administering social services.

Representative Activities:

1. Oversees the provision of social services to patients requesting or requiring such services.
2. Coordinates social service programs with other organizational programs in cooperation with the interdisciplinary teams involved.
3. Serves as a resource and referral source for patients, physicians, staff and general community.
4. Provides in-service training for social services staff and other employees as needed.

HEAD OF RADIATION THERAPY

2513

General Characteristics: Responsible for developing, planning, coordinating and administering radiation therapy services.

Representative Activities:

1. Oversees policies, procedures, programs and budgets to ensure the quality and safety of services provided.
2. Directs, trains and schedules the activities of staff.
3. Delivers a prescribed and planned course of radiation therapy services to patients.
4. Acts as educational resource and is available for consultation to physicists, supportive-care physicians, nurses and social workers.
5. Oversees new testing procedures and related protocol. Evaluates, recommends and introduces new equipment and techniques.
6. Assures that quality standards established by the medical staff for radiation therapy are maintained.

HEAD OF AMBULATORY CARE CENTER

2514

General Characteristics: Responsible for directing the administrative and business management of a single ambulatory care center providing primary care services to patients.

Representative Activities:

1. Directs the management of ambulatory care programs, services, and operations.
2. Ensures patient care staff provides the highest quality of care and are in compliance with the Nurse Practice Act, Joint Commission, NCQA, federal, state and local requirements.
3. Collaborates with physicians, nursing and other health care providers in establishing, implementing, and maintaining patient care, quality and service standards.
4. Directs management of financial/business plans, resources and budgets.
5. Determines appropriate staff mix for multiple departments.
6. Directs the development, implementation, and monitoring of policies and procedures which support the organization's goals and business objectives.

CHILD CARE DIRECTOR

2515

General Characteristics: Responsible for program and overseeing all classroom operations.

Representative Activities:

1. Conducts staff evaluations.
2. Maintains a target enrollment level of the center.
3. Supply upkeep.
4. Addresses parent concerns, and classroom safety issues inclusive of health and hygiene safety.

Education/Experience: Six semester units or equivalent quarter units in Administration or staff relations. Three units in Administration are required. Three ECE units in Infant/Toddler Education are required by State Licensing. BA/BS degree or equivalent from an accredited or approved college or university with a major emphasis in Early Childhood Education or related subjects required. At least five years experience in a licensed child care facility or comparable group child care program is preferred and three of those years shall be in a supervisory position. 24 units in ECE are required with at least 12 units in the following course work: child growth and development or human growth and development; child, family, and community; child abuse; infant/toddler education; administration; anti-bias; and health and safety.

HEAD OF OCCUPATIONAL HEALTH

2516

General Characteristics: Directs the programs and staff of the occupational health department. May include both employee health and workers compensation

Note: This position is not an executive level position and will report, most likely to the top Human Resource Executive/Chief Human Resource Officer.

Representative Activities:

1. Set and implements guidelines for occupational health.
2. Monitors patient progress and treatment plans.
3. Oversees medical protocol and regulatory compliance of the occupational medicine services.
4. Acts as a resource to other departments for education and information of areas of expertise.

HEAD OF SUPPLY CHAIN

2517

General Characteristics: Manages the development and successful implementation of a procurement and logistics operation and standardization of materials.

Representative Activities:

1. Oversees and monitors procurement contracts.
2. May represent the organization on assigned related boards.
3. May participate in the oversight of vendor services.
4. Assists in ensuring hospital's requirements are leveraged to capture optimal quality, price and services.

HEAD OF SLEEP CENTER

2518

General Characteristics: Responsible for oversight of service quality, budget development, service development, personnel evaluation and compliance with state and federal regulations.

Representative Activities:

1. Manages the staffing, training, scheduling, budgeting, and marketing for the center.
2. Ensures patient care meets high quality standards.
3. Develops and implements policies and procedures for the sleep center.

DIRECTOR OF NURSING, DISTINCT PART NURSING FACILITY

2601

General Characteristics: Responsible for developing, planning, coordinating and administering nursing services within the distinct part nursing facility.

Representative Activities:

1. Manages nursing services to patients in accordance with orders of physicians and patient need.
2. Hires and supervises the nursing staff to ensure compliance with state and federal regulations.
3. Plans for and provides adequate supervision of the DPNF on a 24-hour basis.
4. Reviews all patient referrals prior to admission.
5. Assures that all aspects of patients' care comply with state and federal regulations.
6. Monitors and complies with state and federal regulations regarding facilities, nursing supplies and equipment and pharmacy supplies.
7. Establishes a system for maintaining and evaluating all medical health records as outlined in state and federal regulations.

ADMINISTRATOR (SKILLED NURSING FACILITY/FREE-STANDING)

2602

General Characteristics: Responsible for management of skilled nursing facility. Plans, organizes and directs all functions and activities within established budgets. Ensures compliance with state licensing regulations including OBRA. Implements policies and procedures established by a governing body or entity.

Representative Activities:

1. Oversees facility's departmental functions and activities to achieve objectives.
2. Establishes operating budget and monitors performance against budget.
3. Monitors organizational compliance with regulatory requirements.

DIRECTOR OF NURSING (SKILLED NURSING FACILITY/FREE-STANDING)

2604

General Characteristics: Responsible for the development, planning, coordination and administration of nursing services within the skilled nursing facility.

Representative Activities:

1. Oversees the provision of nursing services with orders of physicians and patient need.
2. Assures that all aspects of patients' care comply with state and federal regulations.
3. Monitors and complies with state and federal regulations regarding facilities, supplies and equipment.
4. Monitors the system for maintaining and evaluating all medical health records as outlined in state and federal regulations.

DIRECTOR OF DIETARY (SKILLED NURSING)

2605

General Characteristics: Responsible for planning, developing organizing, implementing, evaluating, and directing the Food Services Department, its programs and activities.

Representative Activities:

1. Coordinates food services and activities with other related departments.
2. Assist in developing and maintaining written food services policies and procedures.
3. Completes necessary forms, reports, evaluations, studies, etc., to assure control of equipment and supplies.
4. Inspect food storage rooms, utility/janitorial closets, etc., for up keep and supply control.

IMAGING SUPERVISOR

2701

General Characteristics: Supervises the activities of the Imaging Services in order to maintain efficient operations and acceptable quality assurance mechanisms.

Representative Activities:

1. Organizes operations to provide services to patients, visitors, physician and staff.
2. Assist in the implementation and design process of new programs.
3. Reviews services to define, clarify and resolve problems as part of quality management.
4. Evaluates new equipment, products and seeks opportunities.

LABORATORY SUPERVISOR

2702

General Characteristics: Supervises one or more specialty sections in the Clinical Laboratory, ensuring the delivery of services, and provides technical oversight.

Representative Activities:

1. Serves as the communication link between laboratory staff and Manager regarding administrative issues and ensures that staff are kept up to date on personnel policies and procedures. Creates agendas and leads section meetings, documents minutes, action items follow-up and section-specific decisions.
2. Prioritizes the laboratory staff's workload and assign work duties to ensure the delivery of high quality, cost effective diagnostic services in a timely manner.
3. Collects and reports data for benchmarking

SOCIAL WORK SUPERVISOR

2704

General Characteristics: Supervises a clinical social work team to provide psychosocial care to inpatients, outpatients, their families and significant others.

Representative Activities:

1. Provides leadership for their clinical social work team and assist with the daily operations of the Social Work department.
2. Develops a team approach in order to foster an environment of mutual support and professional excellence throughout the department
3. Creates and implements a positive custom service to internal and external customers.
4. Provides staff development to enhance skill and competency of staff.
5. Provides direct clinical services, which may include individual and family counseling, crises intervention, facilitating education and support groups and linkage with resources to patients, families and staff.

NUTRITIONAL SERVICES SUPERVISOR

2705

General Characteristics: Responsible for supervising all patient tray assembly and distribution, sanitation, food production, and ordering work functions and personnel.

Representative Activities:

1. Supervises the preparation of food items.
2. Prepares cash drawer for cashiers.
3. Oversees the dining room area to ensure area is clean and orderly.
4. Monitors and supervises all work service areas.
5. Assist in assuring the facility is compliant to all regulatory agencies regarding food service, sanitation, safety, and infection control.

ENVIRONMENTAL SERVICES SUPERVISOR

2706

General Characteristics: Responsible for providing the direct supervision for assigned Environmental Service Aides and Patient Escorts.

Representative Activities:

1. Evaluates and sets standards for work activities and consistently monitors the work of Aides and Escorts
2. Completes regular tours of areas to evaluate and follow-up on staff's work performance.
3. Monitors assigned work routines and adjust schedules to accommodate special projects.
4. Prepares reports, statistics and other assigned projects.

PHARMACY SUPERVISOR

2707

General Characteristics: Responsible for the day-to-day operation of the Pharmacy Department.

Representative Activities:

1. Supervises the pharmacy staff and assures efficient flow of work in maintained to provide delivery of quality patient care.
2. Maintains schedule for pharmacist.
3. Organizes work flow and establishes priorities on a daily basis.
4. Promotes the rational use of drugs to ensure the optimal clinical outcome from drug therapy.
5. Controls medication administration in the patient care area.

RADIATION THERAPY SUPERVISOR

2708

General Characteristics: Supervises radiation therapy technologist and assistants and manages treatment teams.

Representative Activities:

1. Facilitates and improves the quality of patient care and acts as a liaison to radiation therapy technologist and chief therapist.
2. Manages the appropriate staffing of treatment rooms on a day to day basis.
3. Manages daily delivery of patient care by ensuring effective appointment scheduling and acts to solve day-to-day treatment problems.
4. Evaluates the care given to patients and takes action when care does not meet standards.

REHABILITATION SUPERVISOR

2709

General Characteristics: Provides direct supervision to clinical and other support staff. May include any of the following: Occupation Therapist and Assistants, Physical Therapist and Assistants and Speech-Language Pathologist, Audiologist and Rehabilitation Aides.

Representative Activities:

1. Supervises daily staff productivity and performance to ensure desired efficiency, customer satisfaction and clinical outcomes.
2. Solves daily clinical, program and operational conflicts.
3. Assist with ensuring program compliance with Title 22, Joint Commission, HCFA, and other regulatory entities.
4. Provides therapy services case management supervision to maximize patient outcome and improve utilization and efficiency.
5. Ensures equipment needs and recommends proper supply inventory levels be maintained.

RESPIRATORY THERAPY SUPERVISOR

2710

General Characteristics: Responsible for the supervision of staff and operations of the respiratory therapy department.

Representative Activities:

1. Supervises daily staff productivity and performance to ensure desired efficiency, customer satisfaction and clinical outcomes.
2. Solves daily clinical, program and operational conflicts.
3. Assist with ensuring program compliance with Title 22, Joint Commission, HCFA, and other regulatory entities.
4. Provides therapy services case management supervision to maximize patient outcome and improve utilization and efficiency.

HOME CARE CLINICAL SUPERVISOR

2711

General Characteristics: Responsible for the supervision of staff and operations of the Home Care Clinical team.

Representative Activities:

1. Consults with the nurse management team to manage case load and staffing
2. Obtains patient report from admitting nurse; makes assignments according to patient needs and acuity, staff competency and availability, budget/productivity guidelines, and regulatory requirements.
3. Prepares schedules at defined intervals and submits to manager and staffing coordinator.
4. Serves as a resource to staff and provides direct patient care as needed.

CHEMICAL DEPENDENCY COORDINATOR/SUPERVISOR

2503

General Characteristics: Responsible for the operation of the chemical dependency program and direct supervision of staff.

Representative Activities:

1. Coordinates and supervises chemical dependency program and staff. Assigns patients to the counselors' case loads.
2. Assists in developing, implementing, reviewing and revising program policies and procedures.
3. Participates in and completes necessary program reports, surveys, statistical data (including Quality Assurance and Utilization Review) and conducts or participates in department inservices and training as necessary.
4. Maintains an effective liaison with physicians, clinical directors, medical director and all appropriate organization staff.
5. May oversee in-house therapeutic meetings and may refer clients to outside meeting services.
6. May participate in the program marketing and facilitate referrals from community agencies.

ADMITTING SUPERVISOR

2712

General Characteristics: Supervises, directs and coordinates the daily and on-going activities and services of the Admitting Department.

Representative Activities:

1. Maintains the schedule for all shifts, schedule changes based on coverage availability, workload and policy considerations.
2. Creates the Admitting Staff Work Schedule.
3. Assist with continuous education of existing admitting staff
4. Creates and updates the Admitting Policy and Procedure manual as appropriate in cooperation with admitting manager.
5. Prepares and submits monthly departmental reports to Admitting Manager including statistical data and progress goals.

EXECUTIVE CHEF

2713

General Characteristics: Responsible for the production and sanitation of patient food, cafeteria and catering. Supervises and schedules the food service assistants and cooks. Assumes responsibility for documentation related to regulatory compliance, quality control programs and budget projections for areas of responsibility.

Representative Activities:

1. Develops and maintains effective and efficient service delivery systems.
2. Develops short and long term goals in keeping with the mission and goals of the organization
3. Participates in strategic planning process.
4. Plans for space and material resources.
5. Develops and implements necessary policies and standards within assigned departments, in accordance with regulatory, legal, administrative and corporate requirements.
6. Provides an adequate number of qualified and competent staff for assigned departments.
7. Prepare updates/reports for Administration and Board as needed
8. Observes patient safety process.

SUPERVISOR SECURITY

2714

General Characteristics: Performs security work in the protection of persons, property, and the enforcement of all applicable policies, rules and regulations of the hospitals and applicable federal, state, and local laws to prevent losses due to accidents and incidents.

Representative Activities:

1. Provides supervision to the Security Officers, including contracted security service offices, on a daily basis.
2. In conjunction with manager, works within allocated budget, makes recommendation for staffing, scheduling, equipment supplies, and physical facilities.
3. Interviews and makes recommendation for final selection of new employees for department.
4. Completes hire process for new employees and coordinates orientation, scheduling, training, and evaluations according to policies and procedures.

SUPERVISOR ACCOUNTS PAYABLE

2715

General Characteristics: Responsible for and provides guidance and direction of accounts payable function of the hospital and related entities.

Representative Activities:

1. Supervises and assesses performance of assigned staff members.
2. Maintains a daily cash management schedule which reflects the cash on hand and any outstanding debts.
3. Selects payments to vendors for check processing.
4. Analyzes and audits vendor accounts on a continuous basis to verify all financial transactions.
5. Prepares and records Internal Revenue Service Forms.

SUPERVISOR PAYROLL

2716

General Characteristics: Responsible for the supervision of payroll functions.

Representative Activities:

1. Supervises and provides training to department staff.
2. Acts as a resource agent for payroll issues.
3. Keeps current on Federal and State wage and hour laws and other current information on withholding, social security.
4. Maintains system and ensures accuracy of payroll records.
5. Reconcile W-2 reports to system and employee records and make sure they are filed properly.

SUPERVISOR PHARMACY INFORMATION SERVICES

2717

General Characteristics: Supervises the staff responsible for the configuration, deployment and support of pharmacy-involved applications and software.

Representative Activities:

1. Supervises the pharmacy computer system(s).
2. Serves as the department liaison for Materials Management's technology needs as they related to the pharmacy computer system(s).
3. Supervises support for network administration, hardware applications, interfaces and operating systems.
4. Participate in the delivery of Pharmacy computer systems management services through analysis and design, planning, development, implementation and maintenance of application processes.
5. Participates in researches and reviews; recommends and prepares request for proposals and/or bid specifications for hardware and/or software.

SUPERVISOR CENTRAL SERVICES DISTRIBUTION

2718

General Characteristics: Responsible for the operations, oversight, and supervision of the central services distribution center.

Representative Activities:

1. Supervises and staffs the operational functions to include receiving, distribution, inventory, management, and courier services.
2. Evaluates departmental functions and the delivery of services and provides feedback to the director.
3. Identifies and evaluates opportunities for lower-cost supply alternatives or practices leading to resource consumption reduction.
4. Maintains appropriate management reports related to Distribution, Receiving, vehicles and couriers, cost reductions, staff performance, product utilization, and system operations.
5. Tracks distribution of patient care equipment and ensures functionality of the equipment.

SUPERVISOR HEALTH INFORMATION MANAGEMENT

2719

General Characteristics: Manages and coordinates day-to-day operations in the Health Information Management Department.

Representative Activities:

1. Oversee and coordinate the compilation, maintenance and data reporting of patient medical records.
2. Complete data collection reports, claim and utilization reporting.
3. Monitors filing space requirements and reports to Director.
4. Coordinates a regular purging program of records to ensure adequate space is maintained for medical records.
5. Work in collaboration with staff and leadership to meet quality and compliance initiatives.

SUPERVISOR CHARGE DESCRIPTION MASTER (CDM)

2720

General Characteristics: Maintains and oversees the charge description master and charge capture tools, including the implementation of established pricing policies and coding rules as required by third party payors.

Representative Activities:

1. Assists revenue cycle leaders in producing, compliant clean claims; trains and assist billing staff in resolving charging errors; develops charge edit protocols for the claims editing preparation.
2. Assist revenue cycle management in developing the annual gross revenue budget based on changes to the charge description master; models various price increase options.
3. Audits charge capture and system interfaces and assists in resolving charge interface errors.
4. Coordinates and implements annual across-the-board charge master increases based on the approve budget.
5. Develops and maintains the procedure for approving and documenting changes to the charge master description.

MAINTENANCE SUPERVISOR

2721

General Characteristics: Responsible for planning, organizing, directing, and supervising assigned activities of the Engineering/Maintenance service functions which are necessary in maintaining the physical structures, HVAC, mechanical, electrical systems, utilities and grounds of the hospital.

Representative Activities:

1. Establishes preventive maintenance schedules.
2. Schedules and expedites operations and repairs
3. Organizes and oversees regular in-house safety, operational, and some cross-training.
4. Inspects facilities and equipment for compliance.
5. Approves equipment and supply orders.

SUPERVISOR, STERILE PROCESSING

2722

General Characteristics: Responsible for the coordination and supervision of the Sterile Processing Department, which includes monitoring of decontamination, and sterilization procedures performed by staff.

Representative Activities:

1. Supervises the instrument equipment processing, cleaning of durable medical equipment and management of the surgical case cart system.
2. Participates in program development and unit performance improvement.
3. Performs activities relating to decontamination, sterilization of surgical instrument and equipment, and case cart management.

SUPERVISOR, HIM (CODING & DATA QUALITY)

2723

General Characteristics: Supervises and oversees the coding and abstracting functions for the hospital to ensure compliance with all applicable internal and external legal, regulatory, and billing requirements. Provides daily oversight and supervision to HIM staff that code and abstract all patient related services. Position reports to Head of Coding (Job Code 2231).

Representative Activities:

1. Ensures hospital is paid the optimal reimbursement they are entitled to receive based on regulatory requirements and coding and payer guideline by coordinating external audits and completing internal audits of high risk claims. Works with Patient Business Services to ensure corrected claims are submitted in a timely manner when needed.
2. Organizes, prioritizes, and distributes the daily work of the HIM coding staff to ensure adequate staffing, equitable scheduling and timely completion of duties.
3. Monitors staff's compliance with standards of performance and provides feedback to staff on routine basis. Communicates performance barriers and opportunities for improvement to the Head of Coding or other members of the management/administrative team.
4. Works with Head of Coding to develop and implement on-going coder education and training programs to ensure compliance, improve quality, increase productivity and/or solve coding, reporting and billing issues.