



Experts in Orthopedic Care

DIRECTOR OF CLINICAL SERVICES

POSITION SUMMARY
Leads the day-to-day activities of a multi-faceted orthopedic practice to ensure a smooth, high functioning clinic, team, and unmatched patient experience. Maintains professionalism and meets demands and needs of clinic teams to improve processes, develop policy/procedure and support the development of specific training content geared to new-hires and ongoing refresher training for the clinical team members. Works in synergy with fellow TOC operational leaders to develop a cohesive team atmosphere at all levels of the organization. Director of Clinical Services will promote the market's position and image; reflective of the TOC mission, vision and values across all the communities served.
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none">• Direct oversight of clinical supervisors, operations and processes.• Serve as a liaison for physician practice to department staff, clinical management, and hospital services.• Manage and direct the efforts of physician teams and recommend personnel actions including, but not limited to hiring, performance management, scheduling and work assignments, disciplinary action, promotions, and transfers.• Create, maintain, and monitor budget for clinical teams.• Function as a liaison with physicians and staff to resolve problems related to clinical processes.• Support the development of clinical policies and procedures with the Manager of Quality and Compliance.• Support the development of clinical training content and programs with the Director of Training and Development.• Assist in the strategic planning and openings of new TOC locations.• Maximize opportunities to best utilize TOC team member resources by optimizing clinical processes.• Serve as an administrative representative on TOC Operations and QIC committees.• Work closely with the TOC Director of Operations to ensure clinical quality and process consistency across all regional locations.• Manage to swift resolution of any patient care related complaints with the support of other TOC operational leaders, depending on the nature and location of the complaint.• Perform other responsibilities associated with position as deemed appropriate.
GENERAL COMPENTENCIES DESIRED
<ul style="list-style-type: none">• Advanced knowledge and understanding of compliance and privacy regulations such as HIPAA, OSHA, Joint Commission, CMS, and State and Federal Legislation• Strong communication, analytical, and organizational skills• Ability to effectively manage and promote change• Ability to communicate and work with various disciplines including management, physicians, and patients• Ability to apply management and leadership skills to attain and maintain clinical excellence in a cost-effective manner• Strong PC skills.
PHYSICAL DEMANDS
Requires prolonged sitting, some bending, stooping and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone. Calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.
CREDENTIALS DESIRED
5+ years of clinical leadership experience, preferably in orthopedics. ASN (RN) required, BSN (RN) preferred. ATC with 5+ years of clinical leadership experience may also be considered.