



THE COUNTY OF STANISLAUS HEALTH SERVICES AGENCY



Assistant Director of Clinical Operations

\$97,801 - \$146,681 Annually

Apply by September 9, 2022

Interviews are tentatively scheduled for the week of
September 19, 2022

Assistant Director of Clinical Operations

The County of Stanislaus, Health Services Agency invites applications from qualified candidates for the vacancy of a Assistant Director of Clinical Operations.

About the County

Stanislaus County is located in Central California within 90 minutes of the San Francisco Bay Area, the Silicon Valley, Sacramento, the Sierra Nevada Mountains and California's Central Coast. With an estimated 545,267 people calling this area home, the community reflects a region rich in diversity with a strong sense of community. Two of California's major north-south transportation routes (Interstate 5 and Highway 99) intersect the area and the County has quickly become one of the dominant logistics center locations on the west coast.

The County is home to a vibrant arts community with the world-class Gallo Center for the Arts, a symphony orchestra, and abundant visual and performing arts. Stanislaus County is a global center for agribusiness, positioned by its mild Mediterranean climate, rich soils and progressive farming practices. The area is recognized internationally for agricultural innovation with wine, almonds, poultry, milk, cattle, and walnuts being some of the featured industries. The County is also home to California State University Stanislaus, Modesto Junior College and benefits from satellite locations of other high-quality educational institutions. The County was established in 1854 and has a total land area of 1,515 square miles. Temperatures range from an average low of 43 degrees in the winter, to an average high of 92 degrees in the summer. Temperatures move up into the high 90s during the summer months with low humidity and cool evening breezes from the San Joaquin Delta.

Stanislaus County has a current year total budget of \$1.4 billion and over 4,500 positions within 27 agencies and departments.

About the Department

The Health Services Agency (HSA) serves as the local Public Health and operates a network of outpatient medical programs and clinic services. HSA includes medical offices in Modesto, CA and provides traditional Public Health services, health education programs and participates in the Valley Consortium for

Medical Education (VCME), a California non-profit public benefit corporation which trains Resident Physicians. HSA has approximately 400 full-time and 100 part-time employees, facilitates a volunteer program, and hosts formal and informal internships.

HSA holds strongly to its vision of "Healthy People in a Healthy Stanislaus" by developing its services with the community in ways that support the needs of the public.

This recruitment is being conducted to fill vacancies at the Health Services Agency in the Information Technology Division, part of the HSA Administration Department, and to establish an eligible list to fill future full-time vacancies throughout Stanislaus County.

The Position

The Health Services Agency is recruiting for an Assistant Director of Clinical Operations. This position is appointed by the Managing Director of the Health Services Agency, Assistant Director is an "at-will" Management position within Stanislaus County. Under the direction of the Department Head and the policy direction of the Board of Supervisors and the Community Health Center Board, the Assistant Director will provide leadership to and is accountable for all aspects of clinic operations, administrative operations, both clinical and business, and includes the effective coordination between staff, customer service and financial aspects for all departments with respect to such activities as grant application development, internal administrative planning, maintaining an organizational work plan, long-range planning and fiscal oversight. In addition, the individual will be responsible for all licensing and regulation compliance, and special projects for all clinics and ancillary services. This position reports directly to the Managing Director of HSA and is responsible for a budget of approximately \$55 million and 200 employees.

As a management employee, the individual selected shall be exempt from all overtime compensation. Certain additional fringe benefits are provided to management employees in recognition of fact that the additional hours worked by management beyond the 40 hour work week are not compensated. In addition, the position is assigned to the unclassified service and, as such, the incumbent shall be considered an "at will" employee and shall not gain permanent status in the position.

Typical Duties and Responsibilities

With a commitment to the Board of Supervisors and the Community Health Center Board's priorities, to the County Code of Ethics, and while embracing the Agency's Strategic Plan, the following are the key issues and priorities that will demand attention of the new Assistant Director:

- Supervise all primary care, specialty care and rehabilitation clinic operations, providing leadership, mentorship and oversight to and for the managers and staff. Participate on the Senior Management Team of the Agency, representing the Clinic division;
- Provide strategic, operational and financial leadership for the Clinic division, in collaboration and coordination with the Medical Director, other Agency divisions, the physician residency consortium and faculty group, and other key stakeholders and contractual partners. Actively participate as staff to the Community Health Center Board;
- Collaborate and participate with the EMR project team with the Agency IT Manager, Medical Director, vendor consultants and others, providing direct strategic input, and supervising the EMR Manager to ensure the technical implementation activities of others consider and incorporate the clinical operational and performance improvement needs;
- Monitor and manage operations within approved budget. Direct and facilitate the collection, validation, and preparation of the clinic division's annual budget proposal in coordination with the Finance division's process, and through effective coordination of clinics' needs. Coordinate with internal County, Agency and divisional resources on facilities and equipment management and planning;
- Initiate and lead or participate, as appropriate, in the evaluation and review of existing programs, special projects and grant opportunities, policies and procedures, and expansion and/or collaboration projects. In particular, work in collaboration with the Medical Director and others on Patient Centered Medical Home model, and quality improvement initiatives including applicable stakeholder engagement to explore, recommend, promote and implement change;
- Actively manage to achieve culturally competent and high quality services, efficient and financially stable operations, and effective, accountable and satisfied staff. Facilitate problem resolution, inspire innovation and teamwork, and role model a commitment to strong customer service;

- Participate in the personnel and labor relations activities of the department, including negotiations, grievances, recruitment, workforce development and other personnel related matters; and
- Coordinate with colleagues in the Public Health division of the Agency to explore and plan as applicable integrated services and activities, and to leverage resources and assure population health objectives are integrated as feasible and appropriate into the ambulatory care operation.

Minimum Qualifications (Knowledge, Skills, Abilities, Education and Experience)

Knowledge

- Administration and Management — Knowledge of Healthcare Administration and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources;
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, workplace terminology, EMR systems and Billing practices;
- Law and Government — Knowledge of applicable local, state and federal legislation for impact on operations, accreditation standards, licensure and compliance. Current legislation affecting healthcare programs, management and activities;
- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects;
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction; and
- Clinic Operations — Knowledge of clinic workflow and quality improvement efforts in a healthcare setting.



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Skills/Abilities

- Speaking—Talking to others to convey information effectively;
- Critical Thinking—Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;
- Active Listening—Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times;
- Management of Personnel Resources—Motivating developing, and directing people as they work, identifying the best people for the job;
- Service Orientation—Actively looking for ways to help people;
- Systems Evaluation—Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system;
- Instructing—Teaching others how to do something;
- Negotiation—Bringing others together and trying to reconcile differences;
- Management of Financial Resources—Determining how money will be spent to get work done, and accounting for those expenditures; and
- Learning Strategies—Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Education/Experience

- Bachelor's degree from an accredited four year college or university in finance, accounting, business administration, public health, nursing, health services or a closely related field; **AND**
- Minimum five (5) years of full-time progressive experience in clinical or administrative managerial roles in a health care delivery system, either in a hospital or outpatient setting.

Desirable Qualifications

- Master's degree with emphasis in business administration, nursing, medical management, accounting, or related field; **OR**
- 1 year experience working in public and private sector health care administration; **OR**
- 1 year experience working with principles and methods of health care administration with emphasis in Physician Practice Management; **OR**
- 1 year experience working with Residency teaching programs; **OR**
- 1 year of experience working with Federally Qualified Health Center (FQHC) or Look-Alike (FQHC-LA) designation and operations; **OR**
- 1 year of experience working with compliance, quality improvement measurements, including HEDIS and HRSA Clinical Performance measures; **OR**
- 1 year of experience working with MediCal, Medicare, and insurance invoicing programs and regulations; **OR**
- 1 Year experience negotiating with union bargaining units.

BENEFITS PACKAGE

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits (2% at approximately age 61 formula);
 - Medical, dental, vision, and basic term life insurance plans;
 - County paid Deferred Compensation at 1.5% of base salary;
 - Three weeks annual vacation upon entering County service;
 - 32 additional vacation hours annually;
 - 56 hours administrative/management leave per year (does not carry over);
 - 96 hours of sick leave annually;
 - 11 paid holidays annually;
 - \$900 annual Professional Development reimbursement;
 - Car allowance;
 - Moving allowance;
 - Disability protection;
 - Optional participation in Flexible Spending Account programs;
 - Optional Supplemental Life & AD&D insurance plans; and
 - Employee Assistance Program.
- Details available upon request.



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CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Unclassified Service of the County and is considered 'at-will' and is designated Management for labor relations purposes. Incumbents are also subject to overtime, standby, callback, weekend, holiday and shift assignments. The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under the "Disability" tab.

APPLICATION PROCEDURES/FINAL FILING DATE

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made on your qualifications.

Resumes will not be accepted in lieu of a complete application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodation Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form. <http://www.stancounty.com/personnel/pdf/ADATestingForm.pdf>

GENERAL INFORMATION

Appointment to County employment is contingent upon passing a fingerprint criminal background check. Some positions may also require a County-paid pre-employment drug screening. Some positions may require possession or the ability to obtain, and maintenance of a valid California Driver's license or the ability to utilize an alternative method of transportation when needed to carry out job related essential functions.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Office within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information, which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understandings, and such information prevails over information contained in this flyer. Questions regarding this announcement may be directed to the Stanislaus County Chief Executive Office Human Relations team.



The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce. "Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.

For more information on Club Wellness go to www.myclubwellness.org