

**POSITION DESCRIPTION**

**JOB TITLE:** Administration Director

**REPORTS TO:** Executive Director

**STATUS:** Exempt (salaried)

**LOCATION:** Administration

**ROLE:** The Administrative Officer reports to the Executive Director and works with the Board of Directors when directed by the Executive Director, to provide finance and operational leadership that supports and enhances the services of SCHS. He/she will be responsible for the smooth and efficient day-to-day operations of the organization, including participating in the strategic planning efforts of SCHS and integrating the strategic plan with the operations of SCHS, with the goal of creating sustainable business strategies that achieve and maintain robust clinical, operational and financial results. He/she will oversee all finance and accounting activities including monthly reporting, budgeting and cash management. He/she will also act as Compliance Officer for the organization, ensuring that all regulatory standards and mandates are met, and informing the organization of new regulations and changes. Reporting to the Director of Administration are: Director of Human Resources, Director of Quality, Accounting Manager, Billing Staff, the IT Manager, and the Medical and Dental Clinic Operations Managers.

 **OPERATIONAL RESPONSIBILITIES:**

* Work with SCHS management teams to promote teamwork through the understanding, communication and integration of the organization’s values, vision, mission and its strategies; maximize efficiency and productivity through process analysis and interdepartmental collaboration.
* Ensure compliance with the requirements of regulatory agencies and funders.
* Collaborate with the Executive Director on current and new clinic initiatives, including site development and maintenance, implementation of new processes, procedures and metrics, information technology needs, budgeting goals and funding/receivables targets.
* Ensure all staff are trained and working at the top of their licenses and at the highest standards, with appropriate staffing levels to support providers.
* Manage and evaluate contractual relationships with providers of services that SCHS does not offer, but that are required for SCHS to meet HRSA FQHC requirements.
* Ensure long-term maintenance of all properties and negotiate maintenance contracts.
* Ensure that organizational policies and procedures exist and are consistent throughout Southside’s departments, and that they support the success of the organization and its employees and patients; confirm that practices are being adhered to by all staff.
* Responsible for overall facility/grounds maintenance and safety/security.
* Oversee compliance, risk management and safety throughout the organization. This includes Medicare/Medicaid compliance and audits, HIPAA, OSHA, and other governmental regulatory agencies; manage employee and operations incident reporting.
* Attend and participate in staff meetings and committees.
* Assist with other duties and responsibilities as assigned.

**FINANCIAL RESPONSIBILITIES:**

* Participate in key business decisions as the finance leader of the organization.
* Oversee the day-to-day accounting, reporting and internal control activities of the organization; Review and approve monthly financial results.
* Coordinate the development of operating and program budgets, present to the board of directors for approval, and report on variances.
* Maintain relations with external auditors and agencies and oversee preparation of necessary financial information for audits, reviews, tax filings and reports including Medicare cost reports, UDS reports and DHS reporting.
* Ensure accurate financial and grant record keeping, including developing and maintaining financial practices and internal controls, that satisfies the requirements of [auditors](https://www.accountingtools.com/articles/2017/5/5/auditor) and government agencies.
* Ensure that the short and long term working capital and financial management needs of the organization are adequately addressed. Plan for adequate cash flow to cover operational needs.
* Ensure that the Revenue Cycle is optimized in operational areas and billing.
* Ensure consistent quality of finance and administration, fundraising, communications, and systems; recommend timelines and resources needed to achieve the Health Center’s operational and strategic goals.
* Assist in the development and management of financial measures including the budget and productivity goals, funding expectations and anticipated market growth; determine cost containment/reduction options for expenses.
* Provide the Executive Director with timely, accurate, concise financial information and present options and recommendations to support sound financial decision making.
* Oversee multi-year financial analysis, analyzing trends and the match between fundraising capacity and programmatic expenses, and engage in strategic discussions about financial stability and sustainability, including the development of adequate operating reserves.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Confidence, professional judgment, and grace under pressure.
* Works well both independently and as part of a team.
* Exceptional verbal and written communication skills.
* Maintain confidentiality of employee, patient and other privileged information.
* Flexibility--nimble in response to an evolving workload.
* Exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
* Ability to solve problems and concerns among department managers/directors.
* Excellent time management and organizational skills; attention to detail.
* Superior negotiation skills (for internal and external settings).
* Ability to focus on the short-term clinic needs while envisioning and planning for the organization’s long-term strategic goals.
* Commitment to the SCHS [mission](http://www.phf.org/AboutUs/Pages/VisionMissionValues.aspx) and [staff values](http://www.phf.org/AboutUs/Pages/Staff_Values.aspx).

**MINIMUM QUALIFICATIONS:**

* Bachelor’s degree in business administration or related field.
* Five years in a leadership/operational role in the healthcare field, preferably in clinic management.
* Experience with multiple operational functions and principles, including finance, customer service, operations and employee management; working knowledge of various Microsoft Office applications (Word, Excel, Outlook, etc.) in addition to healthcare system software (EHR).
* Knowledge and ability to utilize/apply data analysis and performance metrics using business management software.
* Proven ability to plan, develop and manage operational processes for maximum efficiency and productivity to support shifting business demands.
* Strong working knowledge of industry regulations and legislative guidelines.
* Understanding of GAAP and current accounting practices and trends for non-profits and clinical operations.
* Experience with budget and business plan development.
* MBA and/or CPA a plus
* Blackbaud general ledger experience a plus

I have read and agree to abide by the job duties indicated above.

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