

## **Northwest Colorado Health**

### **Director of Administration**

#### **General Statement of Duties:**

An exempt position which leads, oversees, and directs the staff responsible for the company's Quality, Compliance, Information Technology and Information Systems services.

#### **Supervision Received:**

Works under the general supervision of the Chief Operating Officer.

#### **Supervision Exercised:**

Directly supervises Quality and Compliance Program Manager, Business Analyst, IT Technicians, Information Systems Specialists, and others as designated.

#### **Essential Functions:**

1. Develop, implement, and evolve an agency-wide framework to support ongoing continuous performance improvement and quality assurance. Develop and facilitate quality and process improvement education curriculum.
  - Act as internal consultant to administration, leadership, and management staff for development and direction of performance improvement and quality assurance efforts. Promotes quality initiatives with external customers and suppliers.
  - Serves as the Patient Centered Medical Home (PCMH) Transformation and continuation manager.
  - Owns the data capture, integrity, and analysis process and systems, and oversees all use and communication of data and reporting. Facilitates, communicates, and supports the activities needed to obtain measurable results of continuous improvement
2. Leads Agency Corporate Compliance Program
  - Oversee Risk Management and foster the agency in a culture of risk management and safety and oversee all risk assessment efforts and communicate risk assessments to the Board of Directors and key management staff.
  - Oversee safety and security issues and directs disaster management and preparedness. Ensures compliance with accreditation standards.
  - Oversee patient complaints and grievances processes, and coordinates disclosure of harmful medical errors, and carries out event reporting and investigation.
  - Performs activities related to loss prevention and reduction, oversees claims management, working with legal counsel to mitigate risk.
  - Manages the corporate compliance program, including coordinating legal defense, monitoring medicolegal issues, and ensuring compliance with federal, state, and local laws and regulations.
  - Facilitates compliance training for staff.

3. Direct Agency's Information Technology and Information Systems Program
  - Manage the company's technology infrastructure, including hardware, software, and networking systems.
  - Develop strategy alongside our outside IT company, as it relates to the organization's IT infrastructure
  - Oversee the day-to-day operations of IT/IS, including troubleshooting and resolving technical issues.
  - Manage projects related to the implementation of new systems and technologies.
  - Develop, implement, and evaluate IT projects in line with organizational need
  - Ensure smooth delivery and operation of IT/IS services by monitoring system performance
  - Identify vulnerabilities, the need for upgrades, and opportunities for improvement.
  - Create processes and standards for selection, implementation, and support of systems.
  - Keep up to date with new and emerging technologies and recommend how they can be leveraged to improve business operations.
  - Provide direction, guidance, and training to IT/IS staff.

*This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.*

**Education:**

Bachelor's degree in computer science, business administration, or another related field required. Master's Degree preferred, not required.

**Experience:**

Supervisory experience in health care or administration required. Strong knowledge of information technology systems, infrastructure, and networking preferred. Agency program and department knowledge preferred.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
2. Current immunization history, after job offer and before starting job.

**Skills:**

1. Excellent communication and interpersonal skills.
2. Strong analytical and problem-solving skills.

**Knowledge:**

1. Knowledge of computer systems, Microsoft Word, Outlook, etc.
2. Knowledge of current technology trends and software programs.
3. Understanding of health care environment.
4. Knowledge of advanced software applications.

**Abilities:**

1. Ability to effectively communicate technical recommendations and explanations both verbally and in writing to non-technical employees.
2. Ability to develop and implement long range plans and facilitate day to day operations.
3. Ability to work independently as well as in a committee / group environment.
4. Strong ability to prioritize and problem-solve.
5. Ability to think strategically and align technology with business objectives.

**Equipment:**

1. Daily use of telephone, copier, computer, printers, and other office equipment.

**Working Conditions:**

1. Position is in a well-lit, accessible office environment, and involves sitting approximately 80% of the day, walking, or standing the remainder.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
(Print Name)

I have received the following job description for my present position.

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_