Job Family: Clinical Professional Services

Job Function: Clinical Professional Services

Category: Management

Job Level
Manager
Manager 1
Manager 2
Manager 3
Manager 4

Job Title
Clinical Professional Services Manager 1
Clinical Professional Services Manager 2
Clinical Professional Services Manager 3
Clinical Professional Services Manager 4

Job Code
6782
6790
6789
6788

Tracking Code
A2129
A1987
A1988
A1989

Per. Program
MSP
MSP
MSP
MSP

FLSA
Exempt
Exempt
Exempt
Exempt

Job Summary
Involves providing administrative oversight to a number of clinical services departments (medical, diagnostic and therapeutic, inpatient and outpatient) within the organization. Administrative oversight includes developing objectives and policies, reviewing organization’s budget, evaluating performance of departments under direction as well as performance of key management personnel, and evaluating requests for new or additional services or programs. Activities also include contributing to strategic planning and directing all activities of clinical professional services departments through subordinate management staff.

Generic Scope
Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.

Custom Scope
Manages and oversees administrative operations across multiple clinical professional services (inpatient and outpatient). Ensures compliance with regulatory agencies. Implements changes to inter and intra department workflows and operational processes. Monitors administration of fiscal, material, and human resources. Assists with service line strategy and business development.

Key Resp
Manages daily operations and staff. Implements standards for patient care, physician / provider and nursing support and equipment usage. Advises Directs subordinate managers, supervisors, and professional staff; oversees adherence to schedules, policies, procedures, work plans, and Instills strong management practices among subordinate managers in attaining fiscal goals, Drives operational performance, achievement of efficiency targets, and ensures the highest integrity for business operations across departments.

Exempt
Exempt
Exempt
Exempt

Fiscal, material, and human resources. Assists with inter and intra department workflows and (inpatient and outpatient) within the organization. Administrative oversight includes developing objectives and policies, reviewing organization’s budget, evaluating performance of departments under direction as well as performance of key management personnel, and evaluating requests for new or additional services or programs. Activities also include contributing to strategic planning and directing all activities of clinical professional services departments through subordinate management staff.

Functional and key responsibility areas:
- Establishes departmental goals and objectives, functions with autonomy.
- Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives.
- Ensures subordinate supervisors and professionals adhere to defined internal controls.
- Manages systems and procedures to protect departmental assets.

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Last Revised: 01 November 2019

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**Job Family**: Clinical Professional Services  
**Job Function**: Clinical Professional Services  
**Category**: Management

<table>
<thead>
<tr>
<th>Job Resp</th>
<th>Description</th>
<th>Related Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Resp 02</td>
<td>Monitors operating and capital budgets, manages expenses, and prepares financial analysis. Coordinates space planning, equipment needs and maintenance.</td>
<td>Develops and coordinates budgets of portfolio departments. Monitors fiscal requirements and reviews budgetary recommendations. Verifies, reconciles, and manages financial performance. Prepares financial analysis to optimize financial planning.</td>
</tr>
<tr>
<td>Key Resp 03</td>
<td>Provides input for short and long range goals. Implements strategic plans and technology initiatives. Suggests ways to improve quality of patient care and daily operations through new processes and advanced technologies.</td>
<td>Partners with executives, department chairs, and chiefs to develop programs and business strategies that deliver high quality, efficient, cost-effective, integrated services. Integrates clinical program with faculty practice and related departments. Provides vision, expertise, and leadership to plan, develop, and implement strategic initiatives, cultural transformation, and technological advancement to streamline operations and ensure best in class clinical services.</td>
</tr>
<tr>
<td>Key Resp 05</td>
<td>Recommends changes in staffing, executes recruiting and onboarding verifying new hires meet standards. Updates job descriptions and career series to maintain accuracy. Conducts performance evaluations and defines development goals.</td>
<td>Provides direction to subordinate managers and reviews personnel actions. Conducts performance evaluations for subordinate managers and professional staff. Facilitates staff training and professional development opportunities. Provides leadership to subordinate managers in establishing goals, setting objectives, and establishing priorities. Conducts performance evaluations and facilitates professional development opportunities. Ensures manager competencies and access to leadership development opportunities. Leads goal development, sets objectives, establishes priorities, conducts annual performance evaluations, and administers salary adjustments.</td>
</tr>
<tr>
<td>Key Resp 06</td>
<td>Collaborates across departments to resolve problems and coordinate services. Ensures quality and continuity of services.</td>
<td>Serves as an advisor to leaders and maintains collaborative relationships with administrative, clinical, and service departments.</td>
</tr>
<tr>
<td>Key Resp 07</td>
<td>Represents departments on interdisciplinary committees. Builds and maintains effective working relationships with internal leaders and external agencies.</td>
<td>Develops strong, positive working relationships with external agencies, other academic medical centers and healthcare institutions. May engage in outreach activities and referral networks to ensure effective partnership. Maintains strong, positive working relationships with external agencies, other academic medical centers and healthcare institutions. Engages in outreach activities and referral networks to ensure effective partnership.</td>
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| Key Resp 11 |  |  |  |
| Key Resp 12 |  |  |  |
| Key Resp 13 |  |  |  |
| Key Resp 14 |  |  |  |
| Key Resp 15 |  |  |  |
| **Education 1** | Bachelor’s degree in business, health administration or clinical degree and / or equivalent experience / training. | Bachelor’s degree in business, health administration or clinical degree and / or equivalent experience / training. | Bachelor’s degree in business, health administration or clinical degree and / or equivalent experience / training. |
| **Education 2** | Master’s Degree in business, health administration or clinical degree preferred. | Master’s Degree in business, health administration or clinical degree preferred. | Master’s Degree in business, health administration or clinical degree preferred. |
| **Education 3** |  |  |  |
| **Education 4** |  |  |  |
| **License 1** |  |  |  |
| **License 2** |  |  |  |
| **License 3** |  |  |  |
| **License 4** |  |  |  |
| **Cert 1** |  |  |  |
| **Cert 2** |  |  |  |
| **Cert 3** |  |  |  |
| **Cert 4** |  |  |  |
| **Spec Cond 1** |  |  |  |
| **Spec Cond 2** |  |  |  |
| **Spec Cond 3** |  |  |  |
| **Spec Cond 4** |  |  |  |
| **KSA 01** | Management experience in a complex health care organization. Demonstrated human resources knowledge. | Significant management experience in a complex health care organization. | Executive management experience in a complex health care organization. | Extensive executive management experience in a complex health care organization. |
| **KSA 02** | Knowledge of health care delivery models, program planning and implementation. | Thorough knowledge of health care delivery models, business and strategic planning, financial management, program development and implementation. | Advanced knowledge of health care delivery models, business and strategic planning, financial management, program development implementation and organizational development. | Expert knowledge of health care delivery models, business and strategic planning, financial management, program development implementation and organizational development. |
| **KSA 03** | Proven ability to organize, manage multiple priorities, and delegate work functions efficiently. | Ability to work collaboratively and effectively with medical center leaders and external agencies. | Advanced ability to work collaboratively and effectively with medical center executives, campus | Highly advanced ability to work collaboratively and effectively with medical center executives, campus |
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**Job Function**  
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**Category**  
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Involves providing administrative oversight to a number of clinical services departments (medical, diagnostic and therapeutic, inpatient and outpatient) within the organization. Administrative oversight includes developing objectives and policies, reviewing organization's budget, evaluating performance of departments under direction as well as performance of key management personnel, and evaluating requests for new or additional services or programs. Activities also include contributing to strategic planning and directing all activities of clinical professional services departments through subordinate management staff.

<table>
<thead>
<tr>
<th>KSA 04</th>
<th>KSA 05</th>
<th>KSA 06</th>
<th>KSA 07</th>
<th>KSA 08</th>
<th>KSA 09</th>
<th>KSA 10</th>
<th>KSA 11</th>
<th>KSA 12</th>
<th>KSA 13</th>
<th>KSA 14</th>
<th>KSA 15</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrated knowledge of patient care workflows and operational processes.</td>
<td>Demonstrated financial management skills, including budget management, financial analysis and reporting.</td>
<td>Demonstrated knowledge of relevant regulatory requirements and related legislative, accreditation, licensing, and compliance environments.</td>
<td>Strong verbal and written communication skills.</td>
<td>Interpersonal skills with the ability to maintain professional relationships, influence and persuade.</td>
<td>Ability to build and maintain a climate of trust and collaboration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Health care (hospital, clinical, classroom setting) or similar environment as the role requires.</td>
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</table>

| KSA 04 | Demonstrated knowledge of patient care workflows and operational processes. | Ability to establish and utilize metrics to support operational and process improvement. | Demonstrated knowledge of patient care workflows and operational processes. | Ability to establish and utilize metrics to support operational and process improvement. | Demonstrated knowledge of patient care workflows and operational processes. | Ability to establish and utilize metrics to support operational and process improvement. | | | | | | High level of knowledge of regulatory requirements and related legislative, accreditation, licensing, and compliance environments. | Environment Health care (hospital, clinical, classroom setting) or similar environment as the role requires. |

**KSA 04**

Demonstrated knowledge of patient care workflows and operational processes.

**KSA 05**

Demonstrated financial management skills, including budget management, financial analysis and reporting.

**KSA 06**

Demonstrated knowledge of relevant regulatory requirements and related legislative, accreditation, licensing, and compliance environments.

**KSA 07**

Strong verbal and written communication skills.

**KSA 08**

Interpersonal skills with the ability to maintain professional relationships, influence and persuade.

**KSA 09**

Ability to build and maintain a climate of trust and collaboration.

**KSA 10**

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**Career Path 1**

Clinical Professional Services Manager 1

**Career Path 2**

Clinical Professional Services Manager 2

**Career Path 3**

Clinical Professional Services Manager 3

**Career Path 4**

Clinical Professional Services Manager 4

**Career Path 5**

**Career Path 6**

**Career Path 7**

Career Path open