



## POSITION DESCRIPTION

Position Title	Health Administrative Operations Manager
Department	Administration
Reports To	Chief Executive Officer

Job Grade	I	Schedule: Full-Time
Effective Date	May 2019	Benefitted

### Position Summary

Facilitates administrative services for Yellowhawk Tribal Health Center Chief Executive Officer. The position will provide responsive and responsible administrative services including but not limited to, preparation of correspondence, financial documents, travel arrangements, reports, calendar appointments and activities. As directed, the incumbent will perform research, fact gathering and written assistance in the preparation of issue papers, management opinions and directives. All duties and responsibilities will be performed in accordance with the Yellowhawk Mission and Vision statements, policies and relevant laws.

#### Essential Duties:

Maintain and coordinate the Yellowhawk CEO's activities, including management of his/her calendar, including all logistics; uses independent judgement to initiate, plan, prioritize and coordinate meetings with the CTUIR Health Commission, staff, patients and other constituencies. Negotiates and manages the needs of individuals/groups requesting time with the Yellowhawk CEO independently committing his/her time and determining how best to meet those needs.

Drafts correspondence for the Yellowhawk CEO's review, including a wide array of inquiries from CTUIR Health Commission members, department directors, staff, patients and constituencies that are often confidential and/or politically sensitive in nature.

Becomes familiar with the annual prioritization and planning processes, contributes and manages the development of goals and objectives for the Annual Work Plan.

Will be required to monitor Action Strategy software on behalf of the Executive Management Team.

Will work with the CEO to monitor and compile risk management (ex: Quantros) reports that impact patient care.

Ensures continued compliance with Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) standards.

Uses independent judgement to keep Yellowhawk CEO informed of all matters that require his/her attention, including matters that require urgent decisions with minimum redundancy of effort and discussion. Relieves the Yellowhawk CEO of administrative type functions in order to increase the time he/she has available for executive level responsibilities.

Greeting visitors and answering telephone calls to the Yellowhawk CEO office. Receives and screens mail and telephone calls using discretion; prioritizes, responds to and/or redirects callers to another office as appropriate. Manages the flow of information to and from the Yellowhawk CEO; disseminates information on his behalf to internal/external constituencies.

Must work closely with the Yellowhawk CEO to ensure staff maintain a high level of support; constantly monitoring and evaluating operations, programs, processes and/or practices for quality and effectiveness; making recommendations for improvement.

Anticipates needs, including long-term needs, of the Yellowhawk CEO and handles these needs proactively.

Anticipates and tracks critical dates, events and associated action items; follows up with appropriate parties on behalf of the Yellowhawk CEO to ensure that deadlines are met.

Aid in the clarification of specifically directed issues through researching and preparing reports, documents and position papers for the Yellowhawk CEO.

Prepare purchase requisitions to maintain office supplies, materials and services. May be delegated authority to approve/deny purchase requests for the Yellowhawk CEO.

Oversees and organizes special projects and events such as observances of tribally specific holidays, special conferences, luncheons and dinner meetings in coordination with the administrative assistant.

Organizes and maintains filing system for Yellowhawk CEO's documents, reference materials and records.

Support Communications Manager with internal and external communications including but not limited to web and social media, newspaper and other venues as requested.

Works with Yellowhawk departments to maintain calendars for conference rooms and meeting schedules.

May maintain and process confidential personnel files; maintains professional confidences; initiates and processes administrative and/or Employee Action Notices as requested by the CEO.

Provides administrative support to the Yellowhawk CEO as needed by responding to direct requests for assistance; maintaining confidentiality and discretion at all times.

Will supervise and serve as back up to the Administrative Assistant and fill in when needed.

Maintain confidentiality in accordance with the Yellowhawk Tribal Health Center Policy Manual, HIPAA and the Privacy Act.

**Other Duties:**

Will assist the Health Commission with the preparation and distribution of meeting agendas, minutes and related correspondence/materials. Will also provide be required to provide all other administrative support for the Health Commission as needed.

Other duties as assigned.

**Knowledge, Skills and Abilities:**

Demonstrated ability to communicate both in writing and verbally with all levels of employees, Tribal members and general public with a high degree of professionalism and respect. Solid communication skills and strong work ethic are essential.

Knowledge and understanding of computer software (Action Strategy & Quantros) for documentation and written reports.

First-hand knowledge and skills in best practices office management, organization and public relations.

Ability to meet deadlines, multi-task, establish priorities and follow through on all assignments.

Must maintain high degree of initiative, accuracy and be a self-starter with minimal supervision.

Ability to exercise good judgment and focus on detail as required by the job.

Must have positive attitude, professional appearance and good hygiene.

Familiarity of HIPAA regulations that protect and ensure client privacy.

**Typical Physical Demands:**

Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

**Typical Working Conditions:**

Work is performed in an office setting. Work activities involves frequent contact with staff, patients and providers. Work may be stressful at times.

**Other Aspects of the Position:**

Requires occasional weekend and/or evening work.

May require travel for training and meetings.

Represents Yellowhawk with a respected and viable presence in the community.

**Minimum Qualifications:**

Bachelor's Degree in Business Management or Healthcare field with 3 years progressively responsible experience related to the work of this position.

**OR**

Associate's Degree in Business Management or Healthcare field with 5 years progressively responsible experience related to the work of this position.

Must have experience and knowledge in a healthcare system regulated by accreditation standards/guidelines, i.e., Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) guidelines.

Must be highly organized, proficient in Microsoft Office programs and other relevant software to meet the needs of the various programs.

Must possess a valid state driver's license and meet and maintain insurance requirements to operate General Services Administration vehicles.

Must submit to and pass a reference and criminal background check.

Must submit to and pass a pre-employment drug and alcohol screening.

**Preferred Qualifications:**

Master's Degree in Business or Healthcare field with experience related to the work of this position.

**Yellowhawk gives preference to applicants in the following order:**

- CTUIR-enrolled Tribal members
- Other federally-recognized tribal members
- Military personnel who have been honorably discharged
- All other applicants

The success of the Yellowhawk Tribal Health Center delivery of health care services, business operations and reputation are built on the principles of our employees' fair and ethical conduct. Our reputation for integrity and excellence requires careful observance of the terms of the Centers contracts with funding agencies, the Personnel Policies and Procedures Manual, and the spirit of all applicable laws and regulations, as well as the adherence of the Yellowhawk employees to the highest standards that govern their professions, conduct, performance and personal integrity.

Approved by:

Date

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I acknowledge that I have read and understand the duties and responsibilities of this position description.

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Signature

Date