



Requisition number: 20100225DCOFL

Title: Director of Client Operations

Job Status: Full Time

City: St. Petersburg

State: FL

Description Consistent with the philosophy and mission of CareHere, and in cooperation with other CareHere staff, under direction of the Chief Clinical Officer, Senior VP of Operations, this position will be responsible for the managing, administering the day-to-day operations of the clinic, client expectations, staff; both provider and ancillary staff, evaluating primary care and occupational health clinic services; working with other healthcare disciplines to create and promote health focused programs; training of staff on policy and procedures and drug testing and be responsible for the management new clinic openings. Must be an RN! Will be responsible for Lee County and Charlotte County.

Responsibilities

- Account Management
 - Responsible for all aspects of new clinic implementation to include, but not limited to: physician & staff recruitment, training, retention; client support in employee communications & presentations; vendor set ups; clinic set up and stocking.
 - Serve as an on-going liaison between clients and CareHere management personnel in matters of reporting, clinic utilization, health and wellness programs, clinic formulary, seasonal events, employee/patient satisfaction.
 - Address patient concerns and needs in a timely manner.
 - Manage relationships with vendors and TPAs in all matters pertaining to the client to fulfill client satisfaction.
- Staff Supervision
 - Recruit, hire, train ancillary staff according to the needs of the clinic.
 - Provide ongoing guidance and availability to the staff for day to day needs and long term goal planning.
 - Conduct annual performance reviews.
 - Develop and execute staff correspondence and communication pieces that further the staff's connection to CareHere .
- Team Support
 - Participate in monthly management team meetings and in topical meetings as necessary.
 - Coordinate special projects relating to corporate communications and efficiencies as necessary.
 - Provide tours of clinics, presentations, and availability to prospective clients.
 - Develop and manage relationships with Health and Wellness Team, Director of Sales, Director of Pharmacy, and VP of Procurement to ensure collaborative client support.

- Train the Trainer-be responsible for the implementation and training of any new Directors.

Required Skills

- Current license to practice as a Registered Nurse in the state of FL.
- Knowledge and experience in workers' compensation case management, rapid return to work strategies, industrial safety concepts, ergonomic improvement programs, infection control, OSHA occupational health standards, CPR, first aid, and clinic instrumentation operation.
- Ability to make independent nursing judgments, solve problems, handle multiple projects, set priorities and meet deadlines without constant supervision.
- Excellent written & verbal communication.
- Computer Literate - experience with Microsoft Office and web-based applications a must.
- The ability to handle sensitive information in an ethical and confidential manner is expected and required.

About CareHere CareHere specializes in providing on-site healthcare through employers by making healthcare easier, better and more affordable. Presently, CareHere manages 60 clinics nationwide. Integrated wellness, case management with on-site medical provider's impact self-funded employers with measurable savings and healthcare trend reductions.

CareHere is an equal opportunity employer.

If you are interested in this unique opportunity, please send your resume to careers@carehere.com and reference the Requisition Number listed above in the subject line.