



Requisition number: 20100728DCOTN

Title: Director of Client Operations

Reports To: Sr. VP, Chief Clinical Officer, Chief Medical Officer, COO, CEO

Job Status: Full Time

City: Chattanooga

State: TN

General Summary

The DCO is responsible for 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. Manage new clinic openings

Essential Accountabilities

- Develop an understanding of the employee population, work environment, and corporate culture to properly support on-site health clinics.
- Facilitate day to day clinic operations rotating between sites in Shelbyville and Lewisburg, Tennessee.
- Identifies clinic efficiencies and deficiencies and develops and implements work instructions accordingly to reach organizational goals and objectives.
- Protects company / employees and their families by enforcing confidentiality, infection control procedures, assuring medication administration consistent with the State Nurse Practice Act, and assuring proper inventory and storage of supplies.
- Ensures proper operation of clinic medical equipment and verifies emergency equipment & first aid supplies are available at the various plants.
- Coordinates risk management / QRSC meetings following work related injuries / illnesses.
- Accesses the health service needs for the site specific plants and implements programs and services that support those needs.
- Provides clinical management support and guidance to include but not limited to: CareHere Policy and Procedures, CareHere's mission and philosophy.
- Provides health education & training, counseling & EAP referral within the scope of practice.
- Collaborates & coordinates with Safety & Plant Management in the implementation of hearing conservation and various health related programs.
- Works in conjunction with Safety to provide ergonomic assessments and follow-up recommendations following a work related injury / illness.
- Facilitates the Return to Work Policy
- Facilitate the working relationship with the clients workers' compensation carriers and CareHere staff personnel.
- Resolves quality issues and contributes to clinic effectiveness by identifying challenges and developing short-term and long-term countermeasures.
- Seeks and maintains relationships with health care providers, public, and professional agencies.
- Collaborates with CareHere to recruit, interview, hire and orient new employees.

- Assumes responsibility for staff professional development and continuing education.
- And assume other assigned duties as instructed.

Other Duties

- Attend and enthusiastically participate in a variety of meetings to integrate ideas, activities, communicate issues, resolve problems, and reach consensus approvals.
- Assists departmental operations, while providing direction, to maintain workflow while conducting health services activities with departmental employees.
- Performs other related duties as assigned.

Working Conditions

Work is primarily performed in a manufacturing office / health services environment with a modest amount of work dedicated to the manufacturing floor.

Physical Requirements

Work may involve exposure to potentially dangerous materials and industrial situations that require following safety precautions which may include the use of personal protective equipment.

Education & Experience

- Current license to practice as a nurse; or minimum Bachelors degree in business
- Minimum of five years of health services experience
- Minimum of three years of health services management or supervision
- 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 management decisions, solve problems, and prioritize workload
- Good knowledge of business / management practices with good computer skills
- Ability to plan, organize, work independently, and manage multiple projects / clinics
- Ability to use technology to collect, manipulate data, determine significant findings, and present reports
- Excellent oral and written communication skills.
- SALARY IS BASED UPON EXPERIENCE.

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.