



Position/Job Title: Director of Operations
Reports to: Executive Director
Posting Date: 09/01/2021
Job Code: 510
Pay Class/Status: Executive/Management – Exempt

Summary:

IHP is a service organization that strives to provide excellent customer service and support to both internal and external customers. Reporting to the Executive Director, the Director of Operations is responsible for the management and oversight of the daily operational and supportive functions of IHP. These functions include oversight of NCQA accreditation, administrative activities, credentialing, health information systems, human resources, finance, and peer review. S/he is responsible for corporate compliance, and as such, serves as the Corporate Compliance Officer.

Executive Leadership Responsibility:

While a Director in any functional area has specific responsibilities related to his/her areas of responsibility, his/her greatest and first priority is performance as a leader. The following responsibilities and expectations describe how a member of the executive leadership team fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that supports IHP's mission and strategic plan.
2. Actively participates in the development and implementation of IHP's strategic plan and evaluation of potential new business ventures.
3. Serves as a model for his/her team and other IHP staff related to IHP's culture and expectations associated with the foundations of a highly functioning team. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
4. Mentors and guides his/her staff in professional development while timely addressing concerns related to skills and behavior.
5. Provides training and mentoring through interactive dialogue and intermittent and routine activities such as one on one meetings and conducting performance appraisals.
6. Builds a cohesive team that supports one another and functions in collaboration with other teams and workgroups within IHP.
7. Fosters open and productive communication with IHP staff and external partners.
8. Establishes personal and team goals in alignment with IHP's mission and strategic initiatives, monitors progress, and adjusts as appropriate.
9. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.

10. Participates in and contributes to a high-functioning executive leadership team with fellow Directors.

Essential Functions:

1. Provides executive leadership support to internal operations managers and support staff in all areas of IHP support services, including administrative duties, health information systems, human resources, group and vendor contracting, and other provider services.
2. Leads provider credentialing, recredentialing, and contracting and provides executive level support for day-to-day operations. Ensures IHP meets NCQA and other contractual requirements for primary source verification, reporting, confidentiality, data security, and data integrity. Leads negotiations with non-payer delegates. Maintains relationships with payer and non-payer delegates.
3. Leads the peer review committee and all related investigative, documentation, and reporting obligations, including development and monitoring of corrective action plans and communication with impacted providers.
4. Supports the development and implementation of organizational strategy and improvement efforts related to internal business operations and in support of IHP's strategic plan.
5. Provides vision and leadership for the Corporate Compliance Program (CCP) and maintains overall responsibility for the day-to-day operations of the CCP, including development of related policies and procedures and coordination of on-going staff training and education. Leads IHP's Compliance Committee.
6. Acts as IHP's Compliance Officer, coordinating and maintaining oversight of compliance with CMS standards and Federal and State laws and regulations, including HIPAA.
7. Provides executive level support to the health information systems team in establishing a vision for technology and system use across the organization and explores new and innovative interoperability functionality with member practices.
8. Ensures IHP maintains compliance with data security and monitors data integrity through routine audit processes.
9. Collaborates with outside legal counsel as necessary for documents entered into by IHP with specific sections requiring legal review.
10. Completes review of liability coverages yearly and recommends changes if appropriate.
11. Establishes organizational policies and procedures related to compliance, finance, administration, credentialing, contracting, human resources, and health information systems.
12. Provides executive oversight over all employment activity related to talent acquisition, job advancement, new employee orientation, and employee recognition program.
13. Participates in business development opportunities within IHP, leading initiatives as appropriate.
14. Manages financial resources related to functional area(s).

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Negotiates physician group discounts to provide value to members and provides leadership support in health plan contracting.
2. Oversees responses to governmental investigations, subpoenas, and/or other requests for information, in collaboration with the Executive Director.

3. Supports the development of programs for physician practices to assist in meeting their legal and regulatory requirements, including education and training.
4. Acts as executive sponsor for internal project teams.
5. Maintains the confidentiality of all communications with IHP employees, management, and leadership as related to legal advice and recommendations.
6. Participates fully as a member of the Executive Leadership team, including participating in culture development and building a strong team for delivering IHP's mission.
7. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
8. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
9. Committed to continuing professional development.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
11. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Master's degree in business, health care industry, or related field with requisite experience required.
2. 10 Years (10) of related and/or combined professional experience, including a strong working knowledge and experience in business, human resources, health information or health care industry is essential.
3. 5 Years (5) Experience as a manager for a staff of direct reports.
4. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Experience in the health care industry, public administration, or related field.
2. Three Years (3) experience in program development or organizational development.

Professional Competencies, Licensure/Certification, etc.:

Competencies:

Communication skills	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving skills
Computer skills	Organizational skills
Microsoft Excel, Word, Access	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	

Licensure/Certification: none required

Other Requirements:

This job may have additional requirements for working on-site or embedded within a member practice or business partner and will be considered an alternate work site. Additional requirements may vary based on facility or regulatory requirements for the alternate work site.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position may require up to 10 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

Accountability/Authority:

The Operations Director has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP's financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision-making ability.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.