

Position: Director of Operations

Position Summary

The Director of Operations is responsible for the day-to-day management of all clinic operations and is a liaison between all of the organization's other services. The Director of Operation is hired and evaluated by the Chief Operating Officer (COO) and may occasionally be delegated certain authorities and responsibilities by the Chief Executive Officer (CEO). The Director of Operation shall be given the authority to delegate duties and responsibilities to Hidalgo Medical Services (HMS) employees within the operations department as he/she deems necessary, as per HMS policies and standard operating procedures.

Delivering quality service and positive interaction with our customers is critical to completing all the tasks within this job description. Thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees courteously, respectfully, and professionally.

Position Accountabilities

1. In conjunction with the Chief Compliance Officer (CCO) and the Chief People Officer (CPO), responsible for ensuring HMS facilities comply with OSHA, licensing, certification, and other appropriate regulatory agencies and public and private insurance companies.
2. Has direct supervisory oversight of all clinic coordinators, clinic managers, and the call center supervisor.
3. Manages day-to-day activities of HMS in coordination with Medical, Dental, Behavioral Health, Family Support, Finance, Patient Financial Services, Human Resources, Corporate Compliance, Information Technology, Facilities, and Administrative Departments.
4. Annual review and approval of Operating policies and procedures and implementation of HMS CEO and Board-approved policies and procedures.
5. Participate in the HMS Quality Improvement program as directed by the COO.
6. Responsible for supporting the efficient and effective management and coordination of the Operations Department in collaboration with the CEO, COO, and Senior Leadership Team.
7. Comply with applicable Federal, State, and Local laws and regulations.
8. Prepares and provides monthly reports to the COO.
9. Monitors and implements operations functions consistent with HMS goals, objectives, policies, and procedures.
10. Oversee operations project implementation.

Minimum Qualifications

- A Master's degree in healthcare, business administration, public health or related field is preferred with at least five (5) years of ambulatory care experience.
- A Bachelor's degree in healthcare, business administration, public health or a closely related field is required.
- Must have experience in a nonprofit healthcare setting.

Preferred Qualifications

- Fluency in English and Spanish.
- Project Management Certification
- Lean Training

To Apply

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or dropped off or mailed to:
1105 N. Pope Street, Suite C, Silver City, NM 88061

Or

530 DeMoss Street, Lordsburg, NM 88045

For more information call 575-247-6036