

## ADMINISTRATIVE DIRECTOR, SURGERY

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the Administrative Director, Surgery directs, monitors, and evaluates the operations and activities of all divisions of the Department of Surgery at the Valhalla and Poughkeepsie campuses of the WMC Health Network and is instrumental in defining goals, budget, strategic opportunities and performance standards for the department. Responsibilities include service line strategic planning, managing operations and finances, and program growth, development and execution. The Administrative Director must maintain knowledge of organization policies, procedures and systems and must work effectively with physicians, staff, patients, partners, and external agencies to maintain operational efficiency and departmental growth. Supervision may be a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Sets annual strategic targets and prepares annual budget;

Develops and implements efficient systems to enhance patient satisfaction and provider productivity;

Develops and monitors systems to maintain respective accreditations;

Reports and maintains a programmatic dashboard of all activities within the Department of Surgery;

Partners with senior leadership to define project scope, design project plans, and establish goals, objectives and timelines;

Develops plans to market the organization to new patient populations and/or demographic areas and suggests strategies to grow or maintain service line inpatient volume and grow hospital-based and non-hospital-based outpatient volume;

Prioritizes and manages multiple projects simultaneously; solicits, researches, and compiles supporting materials for projects; follows through on issues in a timely manner;

Prepares operational analyses, flow charts, presentations and reports, as required by project specifications;

Keeps up to date with changes in technology and implements appropriate new technology;

Develops and implements quality and safety indicators per surgical subspecialty/division;

Assists in the recruitment and onboarding of new surgical physicians;

Participates in providing/seeking opportunities for continuing education to staff, performance improvement, and continuous quality improvement activities for the office;

Ensures compliance with all regulatory agencies governing health care delivery;

Addresses performance and disciplinary issues if necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of principles and practices of hospital administration, government regulations, and standards of accrediting organizations as related to the activities of the Department of Surgery; deep understanding of the service line and market dynamics, including ability to identify of potential market disruptors; good knowledge of risk management in a hospital or health delivery setting; good knowledge of administrative reporting and control procedures; ability to establish meaningful relationships with service line stakeholders and ensure clear and consistent communication throughout the Network; ability to work collaboratively with colleagues across the Network; ability to track, compile and present pertinent data to monitor performance and create forecasts related to short and long term departmental objectives; skill in effective problem identification and resolution as a method of sound decision making; excellent problem solving and critical thinking skills; sound and mature professional judgment; resourcefulness; initiative; tact; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree\* and four years of healthcare administrative or managerial experience, including at least two years managing operations or developing and managing performance improvement strategies for a hospital surgical services department or surgery practice.

SUBSTITUTION: A Master's degree\* in health care, hospital administration, business administration or public administration or closely related field may be substituted for one year of the required hospital administration experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.