

## **Job Description Overview**

**Director of Clinical Services** is a senior RN clinical leader for THMCC with primary responsibilities in oversight of clinical operations and the management of the Clinical Services Managers and RN staff members. This position is also responsible for RN recruitment, credentialing, licensing and scheduling to ensure optimal operational performance. This position will report to the Vice President of Clinical Services.

## **Essential Duties and Responsibilities**

- Oversight of Clinical Operations on a daily basis to ensure peak Quality and Operational performance.
- Direct management and scheduling of Clinical Services Managers shifts and on call hours.
- Meets on a consistent basis with the VP of Clinical Services, VP of Operations and Clinical Services Managers regarding clinical staff performance, RN staffing and scheduling needs, and clinical processes and protocols.
- In conjunction with VP of Clinical Services, responsible for managing RN productivity within budgetary guidelines.
- Address issues identified by QI monitoring with involved staff and assists the Clinical Managers with any corrective action plan.
- Assists VP with interviewing and hiring of new nursing staff as needed.
- Collaborates with the Clinical Services Manager of Education to ensure transition of newly trained RNs to a preceptorship is optimal and positions them for success.
- Participates on the Clinical Advisory Committee and works closely with Director of QI/RM in planning the agenda for the quarterly CAC meetings.
- Facilitates positive communication with all department and team members.
- Maintains current expertise in all company and client systems to function as a Triage Nurse or Charge nurse role. Flexible scheduling and availability to fill in as needed.
- Well versed in operational processes and policies of THMCC.
- Participates in sales presentations to prospective clinical clients as needed.
- Responsible for all clinical aspects of new client implementations.
- Maintains positive relationships with leadership team members.

## **Qualifications/Experience**

- Graduate of an accredited School of Nursing with a current active Registered Nurse licensure
- Prefer minimum of five years' experience in a RN managerial capacity with a proven track record of success
- Prefer 1-2 years of experience in telephonic nursing management
- Proficient and skilled in using computer technology (i.e. MS Office, Power Point, Excel, etc.)
- Ability to handle stress and conflict
- Capable of prioritizing and organizing
- Excellent presentation and negotiation skills
- Excellent verbal and written communication skills
- Good judgment and decision making skills
- Good problem-solving/analytical skills
- Ability to manage and direct others.

## **Physical/Environment Demands**

- Job is performed in a well-lighted, modern office setting
- Occasional lifting/carrying (20 pounds or less)
- Moderate travel (out-of-town and overnight)
- Moderate to high stress levels
- Prolonged sitting
- Prolonged work on a PC/computer and telephone

This position may require manual dexterity and/or frequent use of the computer, telephone, 10-key, calculator, office machines (copier, scanner, fax) and/or the ability to perform repetitive motions and/or meet production standards to comply with the essential functions. Also, may require physical and/or mental stamina to work overtime, additional hours beyond a regular schedule and/or more than five days per week.

The information contained in this job description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

