

Family Health Centers – Job Description

JOB TITLE: HR/Risk Management Director

DEPARTMENT: Administration

Date: March 2019

FLSA STATUS: Exempt/Salary

REPORT TO: CEO

PRIMARY ACCOUNTABILITY: Provides strategic Human Resources leadership to the organization and activities to provide FHC with risk management, corporate compliance and emergency management plans.

PRIMARY DUTIES AND RESPONSIBILITIES

HUMAN RESOURCES

1) **Directs activities of the HR department**

1. Administers compensation and benefits plans
2. Responsible for recruiting and retention strategies
3. Effectively supervises employees
4. Responsible for new employee orientation
5. Responsible for documentation and follows corrective action process
6. Responsible for development and completion of annual staff satisfaction survey
7. Insures compliance with all Federal and State labor, EEO and civil rights laws, rules and regulations.
8. Responsible for the development and annual review of all HR policies and have annual review by all staff, log of same
9. Provides Core Dimensions leadership
10. Responsible for maintaining HRIS systems;
11. Responsible for staff development and training.

2) **Provides management and supervision to departmental staff.**

1. Determines the most effective method for assigning responsibilities and duties to employees in the department; maintains job descriptions, procedures and other documentation related to organization of job.
2. Assigns duties and responsibilities, and ensures employees receive instruction/training needed to complete job responsibilities.
3. Ensures that employees are aware of and adhere to all company policies and procedures, and conveys all senior management communications and directives.
4. Monitors performance as appropriate, providing mentoring/guidance to assist in employee development.
5. Reviews work for thoroughness and accuracy, and provides specific instructions to employees on completion of tasks/responsibilities.
6. Conducts performance appraisals, completing performance appraisal documentation and meeting with employees to provide feedback; creates and follows through with employee development plans.

3) **Board of Directors relationship and responsibilities**

1. Holds meetings as needed with the Board Personnel Committee
2. Presents Human Resource policies to the Board for review and approval.

4) **Strategic planning duties**

1. Develops and maintains department scorecard
2. Continually strives to meet strategic goals
3. Communicates strategic initiatives to staff regularly at staff meetings

5) **Budgeting duties and responsibilities**

1. Develops annual HR budget
2. Effectively manages expenses for the department
3. Effectively manages staffing to budgeted FTEs

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6) Leadership duties

1. Actively participates on Management Team
2. Assures staff are aware of strategic initiatives, strategic goals, mission, vision and current projects
3. Active participant in the community
4. Communicates effectively with patients and all levels of the organization in a professional and timely manner
5. Develops and maintains policies and procedures appropriate to role
6. Seeks out educational opportunities, stays current with trends and implements appropriate changes within area of responsibility

7) Quality improvement duties

1. Uses Plan, Do, Study, Act cycle
2. Reviews, investigates and responds to complaints within time frame allowed
3. Reviews, investigates and responds to unusual events within time frame allowed

RISK MANAGEMENT

1. Responsible for the development, review and ongoing evaluation of FHC's Risk Management Plan.
2. Develops policies and procedures related to risk reduction, assists with review, approval, implementation and training of risk management processes, obtains assistance from other FHC program staff as "content experts" as appropriate.
3. Is familiar with, stays current, and advises Management Team and other staff on recommendations for risk and liability reduction in all clinical areas, as well as the business functions including avoidance of billing fraud and abuse.
4. Investigates, completes and advises on adverse incidents.
5. Uses tools such as root cause analysis to identify problems, make recommendations for improvement to Management Team and Program Managers.

CORPORATE COMPLIANCE

1. Assures Family Health Centers' Corporate Compliance Program is an effective program to prevent and detect fraud, abuse and other violations of Federal, State or local statutes, regulations and policies, well as violations of the standards of ethical behavior expressed by FHC's Code of Conduct.
2. Receives and investigates corporate compliance complaints, conducts confidential investigations, seeks legal counsel when appropriate, and reports findings to the CEO and Board Chair.

REGULATORY REQUIREMENTS AND DOCUMENTATION

1. Participates in continuing educational activities at the department, state and national levels to promote personal growth and maintain a current knowledge in Human Resources, Risk Management, and Corporate Compliance.
2. Assists with FHC's ongoing accreditation with Joint Commission, obtaining input and participation from senior leadership and other FHC as necessary.
3. Anticipates needed monthly, quarterly and annual reporting, understands data, reporting sources and requirements.

GENERAL DEVELOPMENT

1. Requires more advanced organizational skills, in order to organize projects or the work of other
2. Job duties require the ability to provide leadership and motivation to others
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances

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4. Ability to devise effective solutions to situations encountered which include not just the specific issues related to the function, but the general concerns of the organization.
5. Work requires the incorporation of departmental/functional processes into the overall functioning of the organization
6. Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others
7. This position requires the exercise of management authority over all employees in the Human Resources Department.

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses advanced level general skills, including written and verbal communications skills, computational and computer skills, and mathematical knowledge frequently acquired through completion of a Bachelor's Degree.

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports using computer.
2. Ability to use computer to create tables and simple displays of information
3. Ability to create basic presentations in computer.
4. Ability to create, send and manage email.
5. Ability to access web based applications and other computer programs.

ATTENDANCE

1. Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
2. Properly manages paid vacation and sick leave
3. Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

COMMUNICATION SKILLS

1. Job duties require the employee to effectively communicate their opinions and extrapolations of information they collect and synthesize/analyze
2. Employees must determine appropriate methods of communicating information through the use of tables, graphs, charts and other visual forms.
3. Employees are required to negotiate resolutions to complex situations which may be inherently adversarial
4. Duties involve convincing others to take actions, or to behave in a specific way desired by the employee
5. Duties require preparation and execution of presentations to large groups
6. Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
7. Job duties require employee to provide excellent customer service to all internal and external customers

WORK ENVIRONMENT

Work is performed in an office environment

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TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing				x	
Walking				x	
Climbing			x		
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment		x			
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date