

ADMINISTRATIVE POSITION DESCRIPTION

INCUMBENT _____ CSN _____ FLSA STATUS _____ Exempt _____

PRESENT CLASSIFICATION _____ DATE _____ January 2022 _____

DEPARTMENT _____ Pediatrics _____

Function:

Under the direction of the Assistant to the Chair/Department Administrator, this position performs administrative duties to the assigned Division(s). This position is responsible for all aspects of the Division(s), including but not limited to clinical/patient care, research, and education. In addition, the incumbent will have specific Department responsibilities, as described below.

Organizational Relationship:

The incumbent in this position reports to the Assistant to the Chair/Department Administrator, who reports to the Chair of the Department of Pediatrics who reports to the Dean and Provost of SIU SOM. The position will be controlled by University procedures, by general directives, and by policies of the Department of Pediatrics and SIU School of Medicine.

Duties and Responsibilities:

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

Divisional Administrative:

1. Determines resource needs for the Division(s), including staffing levels, space and equipment; provides justification for same to the Assistant to the Chair/Department Administrator and Chief(s) of assigned Division(s).
2. In conjunction with the Chiefs, identifies goals and vision for the Divisions, and develops plans to achieve.
3. Develops Division policies and procedures to ensure that goals and vision are reached, maintaining consistency and compliance with SOM guidelines and, where necessary, hospital affiliation(s) guidelines.
4. Works closely with Division(s) program director(s) for Residency and Fellowship programs to develop work unit goals that are consistent with the Divisions goals.
5. Works with the Chief(s) and clinic management team (i.e. Charge Nurses and Vice Chair for Clinical Operations) to develop work unit goals that are consistent with the goals and vision for the Divisions and the hospitals.

6. Directs reports when/as necessary ensuring that office operations activity is delivered in a high quality, efficient and effective manner.
7. Ensures that goals and vision are communicated to the faculty and staff, outlining the role each group plays in achieving those goals. Monitors compliance with and progress towards achieving the goals.
8. Ensures that all Human Resource functions within the Division(s) are adhered to utilizing SOM guidelines, including but not limited to mediating problems between faculty and/or staff, hiring/counseling/termination of staff, orientation and training of staff and conducting staff meetings to ensure timely presentation of divisional, departmental and SOM information.
9. Involves Assistant to the Chair/Department Administrator and other leadership as necessary with Division(s) activities, meeting regularly to review/solve operational issues, monitor progress towards identified goals and share other relevant information.
10. Participates in SOM, department and/or hospital committees as requested, including QA/QI activities for all sites.
11. In conjunction with the assigned Division Chief(s) and Assistant to the Chair/Department Administrator, develops Division clinical and operational metrics. As requested or as necessary, develops format for and provides routine reporting to faculty and SOM.
12. Monitors productivity of faculty and advances practice professionals, providing reports/analysis as requested.
13. Regularly attends and participates in meetings for assigned Divisions
14. Liaises between Chiefs and Divisional APRN's in supporting HR responsibilities
15. Directs and evaluates effectiveness and ongoing competency under his/her reporting line including the overall structure and function of people and resources deployed.
16. Interfaces, engages and liaises in provider-related activities around provider productivity, clinic utilization efficiency, and other established Department goals and objectives.
17. Provides input into Division(s) SOM budgets.
18. Works with the Department Fiscal Office to budget and monitor clinic and office spending ensuring compliance with budgets for specified Division(s).

Departmental Administrative:

1. Supervise and monitors the work of Department Charge Nurses to ensure that patient care is delivered in a high quality, efficient and safe manner.
2. Ensures that all staff have current certification and/or Illinois licensure(s), as required to perform duties.
3. Serves as a clinical resource to clerical and ancillary personnel.
4. Coordinates orientation and training for all departmental Charge Nurses.
5. Contributes to the development, maintenance, and updating of nursing policies, procedures and standards of care.
6. Evaluates the effectiveness of established departmental policies and procedures and recommends and implements revisions as appropriate.
7. Identifies and/or ensures timely messaging on patient-centered digital boards in the clinic waiting areas.
8. Develops plans that minimize the cost for establishment of new clinics or relocation of existing clinics.

9. Resolves escalated issues on behalf of the Department that arise from new operations and require coordination with other departments and agencies inside and outside of SIU.
10. Serves as vaccine coordinator. Maintains adequate inventory of both insurance and VFC stock. Ensures proper handling and storage and that acceptable temperature ranges have been maintained.
11. Designs, organizes and implements training for all staff involved in administration and storage of vaccines.
12. Works with Director of Ambulatory Care in regards to vaccine purchasing agreement. Discusses potential changes and provides information so that educated, fiscally responsible decisions can be made.
13. Works with IDPH to maintain participation in VFC program by following all regulations and participation in on-site audits.
14. Works with Department Administrators, Associate Chairman of Specialty Practice, Director of Ambulatory Care, and Clinical Management team to implement changes required in the clinical operations to ensure high-quality healthcare meeting requirements of PCMH and PCSP certifications. This includes assisting with staffing levels, equipment needs, and space allocations.
15. Develop, implement, and evaluate new employee clinical orientation for new staff, faculty, and residents to ensure quality and quantity of information is consistent across the department.
16. Actively participate in Pediatric Resident Quality Council.
17. Lead PDSA studies to improve all aspects of patient care.
18. Assist in coordination of any research involving quality measures.
19. Serve on the Clinical Administrative team and attend scheduled meetings.
20. Serve on other University, Healthcare, and Department committees as deemed appropriate to the functioning of the position.

Skills, Abilities and Knowledge Required for the Job

1. Supervisory/administrative experience in an outpatient clinic.
2. Possesses a strong knowledge of computer fundamentals; uses computer programs to maximize productivity.
3. Ability to communicate effectively orally and in writing.
4. Ability to problem solve effectively and creatively.
5. Maintain personal composure in high stress situations.
6. Demonstrate professionalism in all aspects of work.
7. Sensitive to the needs of underrepresented minority populations.

Responsibility

- A. **Supervisory Controls** – Supervisory controls occur both written and orally from the Assistant to the Chair/Department Administrator. The incumbent is responsible for the training, assignment, and performance evaluation of staff under his/ her charge. The incumbent reviews and approves time cards, vacation requests, and requests for absence forms. The incumbent participates in the interview and hiring of clinic personnel. Incumbent will formulate and achieve goals independently and in accordance with the strategic directives and priorities set by the Chairman, Department of Pediatrics.

- B. Guidelines – This individual will have access to a manual of clinic procedures and a policy manual and will be given orientation to different specialty procedures per other nursing staff in those specialties.

Difficulty

- A. Complexity – The Health Care Administrator must be flexible and assume additional responsibility as needed. The individual will make sound decisions, enforce school policies, and display fair judgment in all situations. The individual will display excellent written and verbal communication skills and strong problem solving abilities. The individual will display the ability to work with others as a member of a multiple disciplinary team and have a strong working knowledge of and ability to provide excellent customer service.
- B. Scope and Effect – The Health Care Administrator must adapt to various practice styles of physicians and work effectively under stress while maintaining an attitude of tact and diplomacy.

Personal Relationships

The incumbent has personal contact with the faculty and staff of the Department of Pediatrics. The incumbent will work closely with other Health Care Administrators and leaders in the School of Medicine. The Health Care Administrator will also have contact with medical residents and students, patients, and hospital personnel.

Environmental, Health and Safety Responsibilities

Participates in meetings, training and other environmental, health and safety activities as required by SIU School of Medicine

Working Conditions/Physical Demands

See attached Physical and environmental Requirements form.

INCUMBENT: _____ **DATE:** _____

REVIEWED BY: _____ **DATE:** _____

Immediate Supervisor

_____ **DATE:** _____

Department Head/Chair

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: HCA III

Position No. (If applicable): _____ Department: Pediatric Clinic-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		20 - 40 lbs.			<input type="radio"/>
Lifting		20 - 40 lbs.			<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date