

**TUBA CITY REGIONAL HEALTH CARE COPORRATION (TCRHCC)
Job Description**

CHIEF, SUPPORT SERVICES

Date: May 14, 2008	Department: Administration
Reports to: Chief Executive Officer	FLSA: Exempt
Human Resources Review:	Approved by:

Signature	Date	Signature	Date
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POSITION SUMMARY

The incumbent must plan, develop, assess, and implement policies and procedures for quality assurance for hospital support systems which include, but are not limited to, responsibility for: Information Systems, Facilities Management, Safety, Environmental Care Housekeeping Services and Materials Management. Monitors and assures departments comply with Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Standards. Participates as a member of the Senior Leadership Team.

QUALIFICATIONS

MINIMUM MANDATORY QUALIFICATIONS:

Education:

Master's degree in Business, Healthcare Administration or a closely related health care services field. Previous experience in healthcare management may be considered in combination with a Bachelor's degree in lieu of a Master's degree.

Experience:

Must have a minimum of five (5) years of recent experience in management of healthcare support services, in an acute care hospital setting, which includes management of all reporting departments and successful leadership of new construction, remodeling projects and the introduction of new hardware and software systems.

Current detailed and extensive knowledge of the healthcare industry, which may include, among others, JCAHO, OSHA, Navajo Nation, state and federal regulatory standards.

Actual experience in dealing with operational changes and employment issues related to organizational transition.

Other Skills and Abilities:

A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers. All employment references must address and indicate success in each one of the following areas:

- Ability to drive multiple department and organizational priorities with appropriate delegation and timely delivery of projects.
- Develop positive relationships with hospital management, the medical staff, the nursing staff and other hospital employees.
- Understand the importance of attentiveness to political issues as demonstrated in previous employments.
- Demonstrate strategic vision with sound technical skills and analytical ability.
- Demonstrate an understanding of the role of information (computer) technology to the overall operations of the hospital.
- Is an excellent negotiator, experienced in management of contracts.

- Possess the ability to read, analyze and interpret the complex documents, and respond effectively to the most sensitive inquiries or complaints.
- Possess high ethical standards with no history of ethics complaints.
- Possess excellent verbal and written communication skills with the ability to present data and information to individuals and a variety of groups.
- Demonstrate the ability to lead people and get results through others.
- Strong team player

PREFERRED QUALIFICATIONS:

Preferred Experience:

Working with Native American healthcare organizations in the role of Support Services, building and construction on reservation property.

Other Preferred Skills and Abilities:

Ability to speak Navajo, Hopi, or San Juan Southern Paiute.

ESSENTIAL FUNCTIONS

1. The Chief of Support Services exercises full managerial responsibility for the development, planning, implementation and administration of assigned departments/divisions.
2. Identifies challenges, prioritizes efforts, develops expectations of programs, as well as timeliness for completion.
3. Implements systems and processes for achievement of strategic goals as developed by the Board of Directors and the Senior Leadership Council.
4. Ensures Continuous (JCAHO) Survey Readiness through continuous and systematic review of JCAHO Standards impacting areas of responsibility.
5. Assures the systematic review, revision, distribution and cancellation of operations policies and procedures for assigned departments.
6. Participates as a presenter to the Board of Directors and the Community, representing the organization as identified and requested by the CEO.
7. Provides management and direction to subordinate managers in planning and implementing programs to meet operation goals, assess quality, efficiency and effectiveness of current operations and services, and including customer satisfaction and community health needs. Maintains a work environment with high morale and productivity.
8. Builds, develops and manages leaders capable of meeting management objectives for the specific service, linking business units to operational strategies
9. Maintains constructive relationships with the medical staff, addressing concerns and providing professional consulting as requested.
10. Participates with leadership in defining the care, treatment and service needs of the patient population served.
11. Stays abreast of trends and regulations to ensure effectiveness and compliance for Support Services.
12. Develops credibility for the Senior Leadership team by providing timely and accurate analysis of budget and financial reports that will assist the CEO, the Board and other senior leaders in performing their responsibilities.
13. Evaluates the structure and team plan for Support Service units for continual improvement of the efficiency and effectiveness of the group as well as providing individuals with professional and personal growth.
14. Act as senior level advisor on Support Service issues to the Senior Leadership Council and all levels throughout the organization.

PROBLEM SOLVING

Problem solving skills are critical to the effective performance of this job, which will provide leadership to facilitate faster improvements, patient care and operational effectiveness.

MENTAL AND PHYSICAL EFFORT

The physical and mental demands described herein are representative of those that must be met by a professional employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical:

This position requires an individual that can maintain a long and flexible schedule to meet the leadership requirements of this position. Sitting in long meetings, travel to other sites, navigate rough construction areas to evaluate and inspect construction areas, frequent walking and standing to monitor service areas. Occasional reaching, bending and carrying.

Mental:

Uses independent judgment and professional skills to make decisions that impact hospital support services, operations, finances and customer service within the organization and to carry out all responsibilities related to this position

IMPACT

Provides senior leadership in the organization, while carrying out the goals and objectives of the Corporation, the Board of Trustees and ensuring maximum health care services to the Navajo Nation.

NAVAJO/INDIAN PREFERENCE

TCRHCC is located within the Navajo Nation and has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation or another federally-recognized Indian tribe will be given preference in hiring and employment for this position.

APPLICATION DECLARATION

I have read the qualifications and requirements for the position of Chief of Support Services. To the best of my knowledge, I believe I meet the qualifications and can perform these duties.

Employee Name (PRINT): _____

Employee Signature: _____ Date: _____