



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603
Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

EXEMPT X
NON-EXEMPT

POSITION DESCRIPTION

POSITION: HEALTH GENERAL MANAGER

RESPONSIBLE TO: Tribal Council Chairman or Council designee

SALARY: Step Range: 53-72; Full Benefits

CLASSIFICATION: Professional/Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
3949 South 6th Street
Klamath Falls, Oregon

BACKGROUND: Executive Package

POSITION OBJECTIVES

The Klamath Tribes operate health care services under a Public Law 93-638 contract with the Indian Health Service. Klamath Tribal Health & Family Services is a department of The Klamath Tribes and is responsible for offering comprehensive, on-site medical, dental, behavioral health, pharmacy and purchased/referred care (off-site) services to eligible beneficiaries in a primary care setting.

The Klamath Tribal Health & Family Services' governing body (the Klamath Tribal Council) shall select and appoint a Health General Manager (HGM) who will manage, direct, and monitor health center day-to-day operations and patient care functions; in compliance with Tribal, Federal, and other applicable requirements. The Health General Manager (HGM) will provide strategic leadership and will translate Tribal Council policy into action, all in accordance with the mission, vision, values of the organization.

MAJOR DUTIES AND RESPONSIBILITIES

Strategic Thinking:

1. **Vision.** In partnership with Tribal Council and the Health Advisory Committee, the HGM is responsible for developing recommendations for

short and long-term objectives. Implements strategies and meets the objectives of the Tribal Council-adopted Strategic Plan.

2. **Program Development.** Responsible for planning, implementing, and evaluating Klamath Tribal Health & Family Service programs in meeting the needs of the tribal community while implementing Tribal Council policy and the mission of Klamath Tribal Health & Family Services.

Planning and Deliverables:

3. **Oversight and Supervision.** Provide oversight and supervision of individual Tribal Health & Family Service departments and/or programs to ensure they are developing appropriate work plans and carrying out assigned tasks, complying with relevant contract provisions, regulations and laws; and following the policy and long-term planning directives of the Tribal Council. Achieve compliance with applicable regulatory requirements.
4. **Quality.** Employ the standards of the AAAHC, Inc. as the foundation for health center quality to include: patient rights, risk management, quality improvement, quality of care, facilities management, infection prevention and control, patient and employee safety, and other quality management and improvement functions.
5. **Leadership.** Provide coordination and overall management of healthcare programs; which includes providing technical and administrative support to program directors to institute improvements that ensure effectiveness and efficiency in the delivery of services to Tribal members. Reviews operating results of the organization, compares them to established objectives and takes steps to ensure that the appropriate measures are taken to correct unsatisfactory results.
6. **Reporting.** Keep the Tribal Council, Program Directors and Management Team updated on the status of Tribal projects, programs, and any issues, concerns, and accomplishments of Tribal staff. Ensure that legislation, regulations, initiatives, and other matters that may impact Tribal interests and operations are monitored and reported to the Tribal Council. Ensure that appropriate plans, strategies and actions are developed and implemented to address such matters and appropriate Tribal staff is consulted.
7. **Legal Compliance.** Ensure compliance with legal requirements including, but not limited to, patient confidentiality and risk management; compliance with the Privacy Act procedures, HIPAA, Federal, Tribal, and applicable laws and regulations.
8. **Emergency Preparedness.** Ready/willing/able to assume a preparedness role in the event of a tribal public health, natural, or manmade disaster.

This includes support as described in the KTHFS Emergency Preparedness Plan and The Klamath Tribes Emergency Operations Plan.

People Management:

9. **Personnel Administration.** Develop for the purpose of day-to-day administration, specific department operating policies, procedures in accordance with the Personnel Policies & Procedures of The Klamath Tribes. Implement staff development activities and training.

10. **Positive Work Environment.** Maintain a professional demeanor. Practice and promote an approach that ensures open communication and accountability throughout the workplace. Create a spirit of teamwork that is the basis for employees' individual and group efforts. Champion and set an example for ethical, professional behavior in the workplace.

Change Management/Innovation:

11. **Organizational Structure.** Establish and revise the organizational structure of Tribal Health & Family Service to ensure effective delivery of services. Report to the Tribal Council any structural changes. If such structural changes have budget ramifications and require additional funding, the General Manager shall be required to obtain the approval of the Tribal Council prior to implementing such changes. The organization structure must make efficient use of all human and financial resources, integrate programs and services, provide effective coordination and avoid duplication.

Communication:

12. **Community Relations.** Work with the Tribal Council and other tribal or community organizations to ensure that current services are needed and utilized by Klamath Tribal Health & Family Services' target population.
13. **Communication.** Keep employees and the Tribal public informed of management policies and program goals. Respond to and resolve questions, inquires, and complaints from patients and staff. Develop and maintain good rapport and a cooperative working relationship with Tribal Council, medical staff and other licensed or certified healthcare practitioners, the management team, and staff.

Persuasion/Influencing:

14. **Facilitate meetings.** Facilitate or attend required meetings of the governing body, Health Advisory Committee, Management Team, Quality Improvement, Risk Management or other ad hoc groups, etc.
15. **Coordination of Services.** Encourage Klamath Tribal Health & Family Services and Klamath Tribal Administration programs to coordinate through effective communication and cooperation on joint projects and/or program service delivery.

16. **Travel.** Represent Klamath Tribal Health & Family Services and The Klamath Tribes at various meetings/gathering, i.e. The Nine Tribes of Oregon, Indian Health Services, Northwest Portland Indian Health Board, Oregon Health Authority and other agencies.

Financial:

17. **Financial Management.** Responsible for overseeing the formulation of budgets and accounting for all revenues and expenditures. Authorize annual program operation budgets; including forecasted revenues and expenditures, allocate and monitor funds for investment(s) and reserves.
18. **Grant Management.** Accountable to the governing body, public and private sources for health service funding. Ensure the accurate, complete, and timely submission of reports to all required federal and state grantors or third party payers, financial reports, forecasts, and budgets. Execute such contracts, grants, and commitments as may be authorized by the Tribal Council, or by established policies. Negotiate, execute, sign, and modify grant and contract documents which enhance programs, activities and functions as approved by the Tribal Council.
19. **Third Party Revenue.** Maintain an effective third party billing and collection system designed to maximize receipt of third party revenue. Supervise the business affairs of the facility to ensure that funds are collected and expended to the best possible advantage. Ensure the development and implementation of strong internal controls.
20. **Managed Care.** The HGM will maximize effectiveness of Purchased/Referred Care funds for eligible Indian beneficiaries. Approve contracts for external 'rate-quote' providers.

Other duties. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

The Tribal Council outlines the overall health and/or program objectives and priorities, time limits, and the financial and personnel resources available. The employee plans and schedules recurring work, handles problems, and completes work using own

initiative, exercising judgment according to previous training, experience, and instructions.

Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness, and compliance with laws, regulations, policies, and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Demonstrated leadership skill and ability. Ability to communicate the mission, vision, values, goals and objectives throughout the entire organization.

Cultural competence; ability to work effectively with the Klamath Tribal community as well as a diverse workforce.

Expert communication ability; technical writing skills, public speaking ability, facilitation and teambuilding ability, interpersonal skills.

Ability to develop and maintain effective working relationships with the governing body, tribal, federal, state, regional, and local agencies, community leaders, and the tribal community at-large.

Strong initiative, decision-making and problem-solving ability.

Knowledge of: Indian Self Determination Education and Assistance Act Agreements, P.L. 93-638 Contracts, provisions of the Federal Tort Claims Act, General Accounting and Auditing Principles (GASB 34), Employment Law, Healthcare Law, OSHA, HIPAA, HITECH Act, Alcohol & Drug Confidentiality Laws, Corporate Compliance and the regulatory environment.

Expert knowledge of healthcare delivery systems and healthcare management best practices to include integration of quality and service delivery across the organization. Proficiency in healthcare financial and operations management. Ability to analyze, interpret and communicate financial and operations measures.

Ability to coordinate and integrate both the clinical and administrative aspects of a healthcare facility.

Ability to manage through subordinate supervisors and multidisciplinary medical and support service staff and programs.

Knowledge of information systems and technology standards, strong computer literacy, possess knowledge of computer software and applications, practice management systems, electronic health record systems, and other modern office equipment.

Knowledge of modern principles, methods, and techniques of administration and program planning.

Possess the tact necessary to deal effectively with patients, physicians, and employees.

Good judgment with the ability to make timely and sound decisions.

Able to appropriately maintain confidentiality.

Meet dress code standards; maintain neat and clean professional appearance.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a Bachelor's Degree in Administration, Health or Business field with emphasis on health services. ***(Must submit copy of diploma or transcripts with application.)***
- **REQUIRED** to have five (5) or more years of progressive experience administrative/leadership experience in healthcare (i.e., Tribal/Indian health center, other federally qualified health center, ambulatory surgical center, physician group practice, or hospital setting).
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, ***(out of state applicants must receive ODL within 90 days of hire)***, have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. ***(Must submit copy of driver license with application.)***
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Master’s degree in administration, health, business, public health or related field is preferred. **(Must submit copy of degree or transcripts with application.)**
- Positive working experience with Native Americans in a related field will be given preference.

Indian Preference:

Indian and Tribal Preference will apply, as per policy. **(Must submit tribal documentation with application to qualify for Indian Preference).**

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services **Application for Employment** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
jobs@klamathtribalhealth.org

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified **applicants who present proof of eligibility for “Indian Preference”.**

Applications will not be returned.

Employee Signature

Date

Supervisor Signature

Date