



Cherokee Health Systems Job Description

Job Title: Regional Vice President
Reports To: Chief Operations Officer
FLSA Status: Exempt

Summary: By utilizing a team based model, the Regional Vice President is responsible for the effective and efficient operation of all programs and services within a geographically defined Region. He or she is responsible for leading a dedicated professional team to assure efficient practice management, the continuance of quality patient care, fiscal stability, and the enhancement of the health centers' image while achieving organizational goals consistent with the organization's stated mission. Additionally, the Regional VP is charged with growing his or her Region through collaboration with other organizations and agencies to improve health outcomes.

Essential Duties and Responsibilities include the following.

Hire and develop a professional team that understands and practices integrated care.

Plan, develop and implement effective and efficient practice management techniques to provide high quality, affordable health care for our patients.

Implement a strong customer service focus among all staff and throughout operations (e.g., appointment scheduling, waiting room time and conveniences, billing procedures, etc.).

Implement EPSDT programs that ensure all Tennessee Care children receive EPSDT screening in a timely manner and that follow-up care is performed.

Add value to practices through creative management techniques, provider recruitment, improved operations and staff incentive systems.

Develop Regional and individual practice revenue and expense budgets. Operate within budgets.

Demonstrate community leadership by being highly visible and involved in the communities CHS serves (or plans to serve) within the Region.

Community relations skills are essential

Perform marketing and outreach to target markets (schools, judges, managed care companies, community leaders, etc.) within the Region.

Assure proper training and cross-training of all Regional staff.

Coordinate new business development opportunities in the Region with members of the management team. Investigate new revenue sources, such as adding ancillary service, clinical research trials/contracts, product sales, etc.

Coordinate MIS functions with the CFO and appropriate MIS staff and assure that the Region's needs are met.

Meet periodically with Regional staff and patients to discuss improvements to operations. Implement as appropriate.

Maintain bottom line profit and loss responsibility for the Region.

Other duties as assigned

Qualifications:

Qualifications include 5+ years of progressively responsible experience in healthcare administration. Key skills include the management of multiple-location outpatient offices, effective collaboration between community leaders and agencies, outreach responsibilities to ensure healthcare needs of the region are met, 330 Federal grants management, budgeting and sound fiscal management, and effective personnel management. Strong commitment to providing quality healthcare to vulnerable and underserved communities is a must.

- **Education/Experience:** Graduate Degree in Health Services Administration, Health Finance, Psychology, Social Work or related administrative/clinical field preferred; two to eight years of progressive experience at the leadership/operational level; or combination of education and experience.
- **Communication Skills:** Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of word processing, spreadsheet, and database software.
- **Supervisory Responsibilities:** Manages clinical and administrative staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Cherokee Health Systems expectations with my supervisor.

Print Employee Name

Signature of Employee

Date