Transforming Lives

The University of Miami is among the top research universities and academic medical centers in the nation, and one of the largest private employers in South Florida.
With more than 16,000 faculty and staff, the University strives for excellence, and is driven by a powerful mission to transform and impact the lives of its students, patients, members of the community, and people across the globe.

The University is committed to fostering a culture of belonging, where everyone feels valued and has the opportunity to add value. Through values of Diversity, Integrity, Responsibility, Excellence, Compassion, Creativity, and Teamwork (DIRECCT) the U community works together to create an environment driven by purpose, excellence, community, and service.

The University of Miami, UMHC/ Sylvester Comprehensive Cancer Center has an exciting opportunity for a Director of Clinical Operations, Cancer Support Services

The Director, Clinical Operations directs overall strategy and clinical delivery of all the hospital-based outpatient clinics. The Director, Clinical Operations will analyze, develop, and execute resource management modeling, inclusive of operational, financial, and administrative models.

This incumbent serves as conduit for communications and executions between hospital leadership and the department, to ensure system alignment and efficient progression of a united ambulatory strategy. This individual assumes responsibility for continuously increasing clinical operations and implementing systems that enhance the patient experience, and staff and physician satisfaction.

- Identifies resource needs for implementation of operational plans and develops a resource tracking process that includes the organization of all care delivery models used in hospital-based outpatient clinics.
- Evaluates current communication channels, and designs and develops a comprehensive patient centered telephone call strategy.
- Creates and implements benchmark times for visits, wait times, answering phone calls, and explaining delays.
- Develops and implements clinic flow parameters, including benchmarks and dashboards for patient flow through their visits, and processes for proactively managing patient wait times and delays.
- Creates and implements non-physician provider care delivery models, based on acuity and complexity, inclusive of expectations and metrics.
- Reviews clinic staffing models to ensure productivity and increase patient flow volume.
- Works with managers to resolve patient and family issues, with faculty involvement.

- Maintains and creates policies and procedures in conjunction with leadership and maintains compliance with regulatory agencies.
- Provides senior management with necessary updates on progress and changes in scope, schedule, and resources.
- Establishes and continuously assesses the effectiveness of the internal controls within the unit and compliance with University policies and procedures.
- Ensures employees are trained on controls within the function and on University policy and procedures.

MINIMUM REQUIREMENTS:

- Bachelor's degree in relevant field required (preferred in mental health services)
- Masters or Doctoral degree preferred.
- Licensed in Psychology preferred.
- Lean Six Sigma certification if not obtained; recommended within the first year of hire.
- Must have in-depth awareness of current trends in the healthcare industry, especially trends and issues related to Oncology Support Services such as Integrative Medicine, Oncology psychosocial services and palliative care.
- Minimum 5 years of relevant experience required in healthcare management and operations.
- Three years minimum in the oversight, development, and coordination of Oncology Support Services.

The University of Miami offers competitive salaries and a comprehensive benefits package including medical, dental, tuition remission and more.

UHealth-University of Miami Health System, South Florida's only university-based health system, provides leading-edge patient care powered by the ground breaking research and medical education at the Miller School of Medicine. As an academic medical center, we are proud to serve South Florida, Latin America and the Caribbean. Our physicians represent more than 100 specialties and sub-specialties, and have more than one million patient encounters each year. Our tradition of excellence has earned worldwide recognition for outstanding teaching, research and patient care. We're the challenge you've been looking for.

Patient safety is a top priority. As a result, during the Influenza ("the flu") season (September through April), the University Of Miami Miller School Of Medicine requires all employees who provide ongoing services to patients, work in a location (all Hospitals and clinics) where patient care is provided, or work in patient care or clinical care areas, to have an annual influenza vaccination. Failure to meet this requirement will result in rescinding or termination of employment.

To apply click on the link below:

Director of Clinical Operations, Cancer Support Services (myworkdayjobs.com)

Send resume to: s.guzman2@miami.edu