



Job Title	Director, Healthcare Operations	Job Code	COM32
Pay Plan	A&P	Pay Grade	22
Union	Non-Union	FLSA Status	Exempt
Job Family	College of Medicine	Union Code	0
		Subfamily	

Job Family & Subfamily Summary

College of Medicine Professionals are specialized and unique to the UCF College of Medicine.

Job Summary

Works in concert and partnership with the UCF Health Medical Director and other College of Medicine (COM) business and clinical leaders. Responsible for the operational performance, management, administration, and direction of the UCF Health practice. This includes overseeing the daily operations, financial performance, marketing, and business development for all UCFH locations.

Representative Duties

1. Leadership

- Leads the development of UCFH as a financially sound business unit in order to support high quality, patient-centered care, innovative services, and transformational new models for health care
- Develops reports on financial and quality measures and addresses implications of reports as necessary
- Develops and maintains audit functions to ensure compliance with appropriate university, state, and federal fiscal policies and requirements
- Develops and maintains strong partnership with the UCFH Medical Directors and all UCF Health and COM physician leadership
- Works collaboratively to help recruit and retain high-quality clinical faculty members, and addresses operational concerns
- Represents UCFH in the business community and with regulatory and accrediting authorities

2. Operations

- Oversees day-to-day clinical operations of UCFH at all locations and serves as operational leader for clinical services
- Promotes organizational and individual success, and addresses employee concerns through employee relation methods
- Leads practice management, operations, fiscal affairs, development and execution of business initiatives and marketing strategies to ensures growth of high quality services delivered to a broad mix of patients
- Works closely with Physician Liaison to promote physician services to referring physicians and hospitals via public relations and advertising

3. Planning

- Participates in COM clinical strategic planning, including planning for future programs, models or health care delivery, clinical locations, facilities and operations
- Works with other leadership to develop a strategic plan for the expansion of COM’s clinical enterprise, and networks externally to create opportunities; may include coordinating and initiating partnerships, new physician outreach opportunities, and new forums of physician practice; all consistent with the culture of the college

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		
Licensure(s)		
Work Experience		
8+ years of relevant work experience 3+ years of leadership experience		
Additional Requirements		
<ul style="list-style-type: none">• Experience in creating and managing the infrastructure and operations of an academic health care organization• 10+ years of related academic health care experience preferred• Experience in strategic planning and implementation		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.