UNIVERSITY OF SOUTHERN CALIFORNIA
Clinical Director
Job Code: 187647

Grade: HI
OT Eligible: No
Comp Approval: 6/21/1995

JOB SUMMARY:
Oversees administrative and clinical operations for private practice(s), including clinical management, clinical policies and procedures, medical records, patient care information systems, quality management, faculty/staff credentialing and billing operations.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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<td>Directly or indirectly supervises all assigned subordinate staff, usually through supervisors. Recruits, screens, hires, orient and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.</td>
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| ————   | ————  |
| Plans, develops, organizes, implements and evaluates patient care delivery systems for private practice(s), including registration, patient transportation, admission, case management, customer service, ancillary service, emergency services, etc. Ensures the provision of high quality customer service to patients, payors, referring physicians and staff. Supervises Clinic Manager(s). |

| ————   | ————  |
| Develops and oversees implementation of internal policies covering private practice operations, quality assurance, billing services, medical records, safety, etc., ensuring compatibility with University policy and compliance with requirements of Medicare, Medi-Cal, managed care contracts, and insurance companies. Interprets applicable laws, rules, regulations, policies and procedures, ensures compliance and approves any necessary exceptions. Ensures consistency of clinical practices with current local, state and federal regulations, and laws and standards established by accrediting organizations. |

| ————   | ————  |
| Develops, implements and coordinates quality assurance programs, e.g. USC Quality Management Outcomes Program. Ensures program meets accreditation standards, provides data to improve organizational performance and outcomes of patient care, and supports external market contracting. |

| ————   | ————  |
| Direct the development, enhancement and maintenance of information systems through subordinate computing staff to support operations. Ensures that internal systems complement University-wide systems and that information is reconciled on a regular basis. |

| ————   | ————  |
| Oversees billing operations through subordinate staff, ensuring maximum net revenues, efficiency and effectiveness in collecting accounts receivables. Develops systems of collection within case rate/package pricing. |

| ————   | ————  |
| Participates in budget development; manages budget for clinical areas. |

| ————   | ————  |
| Oversees credentialing program for all affiliated physician providers in cooperation with campus credentialing offices. |

| ————   | ————  |
| Identifies staff educational needs and develops educational programs. Promotes staff participation in educational opportunities and activities. |
Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: Yes

In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Master's Degree

Combined experience/education as substitute for minimum education

**Minimum Experience:**

7 Years

**Minimum Field of Expertise:**

Nursing degree and California state Registered Nurse license or MHA/MPH; clinical, administrative and supervisory experience. Thorough knowledge of management principles, clinical systems and operations, private practice administration, billing and collections, regulatory/accreditation agency requirements and quality assurance.

**Preferred Experience:**

10 Years

**Skills:**

Analysis
Assessment/evaluation
Budget control
Budget development
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial Skills
Marketing
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Scheduling
Staff development
Teaching/Training

Skills: Machine:

Computer Network (Department or School)
Computer Network (University)
Personal Computer

Supervises: Level:
Manages through subordinate supervisors

Supervises: Nature of Work:
Administrative
Professional/Paraprofessional
Technical

SIGNATURES:
Employee: _____________________________________  Date:_____________________________
Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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