



SAMPLE JOB DESCRIPTIONS

PACE PROGRAM DIRECTOR



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## SAMPLE A

11/02

### I. IDENTIFICATION

**Position Title:** Operations Manager

**Cost Center(s) #:**

**Date Completed:**

**Work Location(s):**

### II. PRINCIPAL ACCOUNTABILITIES (SUMMARY)

#### SUMMARY OF THE PRINCIPAL JOB DUTIES, RESPONSIBILITIES AND PROJECTS.

Overall responsibility for the oversight and administration of the PACE program, which includes the effective planning, organization, administration and evaluation of the organization's operations. This includes ensuring that appropriate personnel perform their functions within the organization. This position is responsible for managing all aspects of (PACE Program), which consists of a primary care medical clinic, 24-hour care delivery, preventive services, a provider network, therapeutic services, a day health center, home care, transportation, and QA activities. Duties include ensuring that the program complies with all Centers for Medicare and Medicaid Services (CMS) guidelines, ensuring the financial viability/continued growth of the program, managing business relationships with all contracted providers, and managing the state and federal relationships surrounding the PACE program.

### III. POSITION REQUIREMENTS

**Education, credentials, licenses:** Masters degree in Nursing, Public Health Administration, or related Human Services field.

**Specialized knowledge:** Strong personnel and financial management skills. Working knowledge of geriatrics and continuum of Long Term Care. Working knowledge of 24-hour care delivery systems. Working knowledge of HMOs.

**Kind and length of experience:** Three to five years experience managing and developing new care programs/services.

#### WORKING CONDITIONS/PHYSICAL DEMANDS REQUIRED:

Activity	Rarely	Occasionally	Frequently	Consistently	Activity	Rarely	Occasionally	Frequently	Consistently
Walking			X		Manual Dexterity		X		
Sitting		X			Use of Hands			X	
Pushing		X			Talking				X
Pulling		X			Hearing				
Climbing	X				· Normal Conversation				X
Stooping		X			· Other Sounds		X		
Kneeling	X				Vision				
Reaching		X			· Acuity, Near				X
Lifting					· Acuity, Far			X	
· Over 50 lbs		X			· Color			X	
· Under 50 lbs			X		Standing			X	

**Patient Care Providers Only:** Incumbent must be trained to provide assessment, treatment or care for patients of all ages with additional education focused on treatment and care of adult and geriatric patients.

**IV. PERFORMANCE MEASURES & STANDARDS**

<b>MAJOR RESULTS/STANDARDS THIS POSITION IS EXPECTED TO ACHIEVE.</b>	<b>% OF WEIGHT</b>
1. Responsible for the oversight and administration of <i>(PACE Program)</i> , to include effective planning, organization, administration and evaluation.	15%
2. Responsible for supervision and maintenance of qualified staff, ensuring that appropriate personnel perform their functions within the organization, and staff and contract providers are properly trained on all policies and procedures	15%
3. Responsible for maintaining compliance with all state and federal program requirements, obtaining and maintaining certification under CMS, as well as any other state or federal laws or rules.	15%
4. Responsible for ensuring that decisions about medical, social and supportive services for PACE participants are made appropriately, based on need, and not unduly influenced by fiscal management.	10%
5. Responsible for planning and directing all marketing and census development activities for <i>(PACE Program)</i> with the goal of growing enrollment through community outreach and eligibility assessment.	10%
6. Responsible for the financial accountability for the <i>(PACE Program)</i> . Including completing an annual operating and capital budget for <i>(PACE Program)</i> .	10%
7. Responsible for developing, managing and monitoring appropriate quality assurance systems and programs for <i>(PACE Program)</i> .	10%
8. Responsible for developing, managing and monitoring the growth of care delivery sites and programs as the participant census grows.	5%
9. Responsible for maintaining confidentiality and providing excellent customer service to program enrollees, their families or sponsors.	10%
	100%

**V. PROBLEM SOLVING**

**THREE TYPICAL PROBLEMS THIS POSITION MUST RESOLVE TO ACHIEVE THE STANDARDS LISTED IN SECTION IV.**

1. Frequent problem solving required in conjunction with *(PACE Program)* staff with the goal of providing the highest level of quality care in the most cost efficient model possible. Problem solving will be necessary to guide the care delivery team to the most appropriate decision that will meet both requirements of cost efficiency and quality.
2. Frequent problem solving necessary to ensure the care delivery team meets the unique care needs of the enrollees in a non-traditional care model, including ethical considerations and quality assurance issues.
3. Interface with state liaison and other PACE sites to resolve contract issues and/or CMS compliance.

**VI. POSITION STRUCTURE**

**Incumbent(s) report to:** Director of Senior Services (Sponsor staff position)

**Other positions that report to the same position or seen as comparable:**

Manager-Gero Program  
Program Manager-Lifeline  
Program Manager-Seniority  
Director of Marketing-Senior Services

**Incumbent serves on following team/committees:** Quality Assurance, Ethics Committee, Advisory Committee, Growth Management Committee

**Titles that report directly to this position:**

Project Manager  
Social Workers  
Supervisor, Day Health Center  
Occupational Therapists  
Physical Therapists  
Clinical Dietician  
Marketing/Intake Coordinator  
Secretary

**# of FTEs reporting to this position:**                        14   **Directly**   56   **Indirectly**

**Annual operating budget:**      \$   **Revenues**      \$   **Expenses**

**Supervisory responsibility? Please check all that apply.**

       Not applicable      X   Assists      X   Recommends      X   Performs

**Management Approval** \_\_\_\_\_

## **SAMPLE B**

**Job Title:** President and CEO

**Reports To:** Board of Directors

**Revised:** (Date)

### **JOB OBJECTIVES**

Incumbent is responsible for all aspects of *(PACE Program)*. This includes the planning, organizing, development, operations and compliance of all services. Responsible for the administrative, professional, clinical, financial and other programmatic aspects of the agency to ensure safe, effective and efficient programs that supports the respect and independence of its participants.

### **JOB RESPONSIBILITIES**

#### **IDENTIFIES OPPORTUNITIES AND PREPARES *(PACE PROGRAM)* FOR THE FUTURE**

- Influences and guides the vision of the organization
- Keeps up-to-date on national and local trends impacting care delivery for older adults
- Develops strategic and business plans for the growth of *(PACE Program)*
- Ensures the continued collaborative relationship between the parent organizations for the benefit of *(PACE Program)*
- Determines site location for day centers and program expansion

#### **ENSURES THE EFFECTIVE ADMINISTRATIVE OVERSIGHT FOR THE DEVELOPMENT AND IMPLEMENTATION OF *(PACE PROGRAM)* PROGRAMS AND FACILITIES**

- Coordinates the governance of *(PACE Program)* to ensure that issues are brought to the attention of the Board appropriately and the Board is kept informed on the key performance aspects of the entity
- Ensures that the legal records and documents are appropriately created and maintained
- Serves as liaison with state and federal regulatory agencies to negotiate as needed and represent the interests of *(PACE Program)*
- Ensures the accurate and timely management of the financial operations of *(PACE Program)*
- Ensures the development and management of data systems

#### **OVERSEES POLICY AND QUALITY PROGRAM FOR COMPLIANCE AND PERFORMANCE IMPROVEMENT**

- Keeps current on the changes in regulation and policy impacting *(PACE Program)*
- Ensures that management staff and appropriate key personnel are aware of changes that impact operations and policy
- Develops and approves policies that meet applicable regulatory agency requirements and ensures adherence to policies and regulations

#### **ENSURES THE EFFECTIVENESS OF THE TEAM**

- Directs the day-to-day operations of the services and business operations of *(PACE Program)*
- Ensures the operations of *(PACE Program)* are provided in a manner that shows respect for staff and participants based on the highest principles of customer service

- Directs the marketing and outreach activities of *(PACE Program)* to meet enrollment goals within the limitations of regulatory guidelines
- Ensures the development and implementation of effective personnel practices including hiring, training, performance appraisal and team building
- Provides leadership in the development of creative and flexible solutions in the management of care

**ENSURES THE FISCAL SOLVENCY OF *(PACE Program)***

- Ensures the timely and appropriate submission of rate proposals and cost reports to the *(State)* Department of Health
- Monitors and ensures monitoring of service and administrative costs for maximum value and operating results
- Negotiates provider contracts with contracted health and medical services
- Develops and approves annual budgets and monitors results
- Obtains and administers loans as needed

**MANAGES SUBORDINATES AND CONTRACTORS IN A SKILLED MANNER TO ENSURE THAT ALL ASPECTS OF OPERATIONS ARE RUN WITH SKILL, MONITORED AND CONTROLLED FOR MAXIMUM PERFORMANCE**

- Ensures the appropriateness of provider network development
- Ensures management staff accountability for supervision of staff in regard to staffing, employment, evaluation and training
- Ensures that all management staff are facilitating efforts to maximize performance and focus on continual performance improvement
- Negotiates provider contracts with required network providers

**PREPARATION AND TRAINING**

Requires Masters degree in Health Administration

**EXPERIENCE**

Significant progressively responsible experience in health care with managed care and geriatric service delivery required. Start-up of health care-related business a must. Prior direct care experience with seniors is preferred. Demonstrated leadership and management capabilities to facilitate effective and efficient operations and support effective relationships with external agencies and organizations to ensure success. Highly effective communicator in writing and presentation.

**CONSEQUENCE OF ERROR**

Poor judgment impacts the lives of participants and staff as well as the internal and external relationships.

**CONFIDENTIAL DATA**

Has full access to all confidential participant, provider and corporate information and documents requiring utmost integrity to protect participants, providers, personnel and the program.

**LEVEL OF SUPERVISION**

A high level of autonomy is required for clinical and management decisions.

**MENTAL/VISUAL DEMAND AND PHYSICAL EFFORT**

Must be able to maintain calm and consistent performance in the leadership of a large and diverse staff under some-times stressful conditions. Frequent travel within the city and occasional travel outside the area is required.

**DIRECTS WORK OF OTHERS/# OF EMPLOYEES SUPERVISED**

Responsible for all the staff of (*PACE Program*). Directly supervises Medical Director, Executive Assistant, Center Director, Director of Compliance and Performance Improvement, Enrollment Specialists, and Finance Staff. Serves as the liaison with contracted management services including finance, human resources and purchasing.

**ENVIRONMENT**

Most work is conducted in an office setting. The work environment includes a variety of clinical settings, from day center to hospitals to nursing homes and occasional residential settings.