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| **Figure 2.10** | **Sample Job Description: Manager, Medical Staff Office** | |
| **Employee Name:** | | |
| **Position Title:** | Manager, Medical Staff Office | **Effective Date:** 12/2019 |
| **Department:** | Medical Staff Coordinator | **Last Revision:** 12/2019 |
| **Review Responsibility:** | Director/Medical Staff/Legal Affairs | **FLSA Status:** Nonexempt |
| **Position Summary:**  Must be a seasoned manager who is well organized, self-directed, and capable of a broad range of mana- gerial tasks. Daily activities will include planning, organizing, and implementing strategies, as well as effective delegation and mentoring in a participative environment. The incumbent must be approachable and give use- ful feedback to staff regarding their job performance. Provides support for the medical staff, serves as liaison between the medical staff and hospital administration, and ensures medical staff is compliant with applicable hospital and Joint Commission regulations and standards. As the organization changes, decisions must be made requiring judgment, tact, and ability to lead by example.  The candidate must demonstrate leadership competence, including these characteristics: relationship build- ing, integrity, strategic perspective, team building, system thinking, performance management, safety, trust and respect, effective decision-making, and delegation.  **Job-Specific Responsibilities:**  » Develops budget to ensure that adequate resources are allocated in support of departmental programs and priorities. Develops capital, operating, and salary budgets annually and maintains budgets within ap- proved limits. Monitors and interprets monthly financial statements, taking corrective action in response to variances and trends.  » Ensures that there is adequate staff to meet the needs of daily operations. On a biweekly basis, reviews employee time cards for hours worked and approves payment of wages based on current compensation and/or benefit policies.  » Ensures that staff is continuously trained to provide competent care through development, implemen- tation, and ongoing support of appropriate competency-based orientation, education, and evaluation programs.  » Develops and maintains a department quality/performance improvement plan consistent with the hospi- tal’s program. Applies performance improvement (PI) principles to all appropriate operating systems.  » Gathers, analyzes, and maintains information for credentialing and privileging all physicians and nonem- ployed allied health staff, including policy and procedure development, advancement to nonprovisional  status, reappointment, and coordination of proctoring.  » Is a member of the hospital’s Joint Commission task force, institutional review board, ethics committee, continuing medical education committee, wellness committee, and others as assigned. | | |

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Chapter 2

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| **Figure 2.10** | **Sample Job Description: Manager, Medical Staff Office (cont.)** |
| » Develops and maintains effective communication with medical staff through meetings, minutes, commit- tee assignments, leadership training and education, call schedules, calendars, physician and resident ori-  entation, physician referral directory, office and committee handbooks, physician newsletter and website, and special functions such as the holiday reception.  » Develops department systems and procedures to ensure timely, efficient, and effective processes.  » Queries the National Practitioner Data Bank and Office of Inspector General as part of the credentialing process.  **Requirements (representative of the minimum level of knowledge, skills, and/or abilities):**  » Certification by the National Association of Medical Staff Services preferred.  » Bachelor’s degree in related field highly preferred, as well as knowledge of medical terminology and at least three years of experience in a healthcare-related profession.  » Previous managerial or supervisory experience required.  » Thorough knowledge and understanding of various computer programs (e.g., Word and Excel) required.  » Ability to type/keyboard 75 WPM, word processing skills, and transcription skills required.  » Must use sound judgment.  » Must maintain highest level of confidentiality in the performance of all duties and responsibilities.  » Excellent writing and speaking skills and command of the English language are required.  » Has working knowledge of Joint Commission, NPDB, *Conditions of Participation*, and other standards as required  » Must be able to collaborate with administration and medical staff members. | |