

**Job Description:****DIRECTOR - CLINICAL SERVICES****REPORTS TO:** Divisional Vice President**Effective Date:** September 2007**DEPARTMENT:** Division Office**FLSA STATUS:** Exempt**JOB CODE:** 9021**EEO CODE:** 1.2

GENERAL PURPOSE OF THE JOB:

This position functions as the division's clinical lead responsible for quality, education and nursing services. Responsible for the implementation of programs to improve patient quality outcomes by providing training, education, project management and support for the clinical teammates within assigned division.

SUPERVISORY RESPONSIBILITIES: Yes

Responsible for the overall management of the division's clinical services team. Supervises clinical services teammates within assigned division including the hiring, promotion, discipline, professional development, and discharge of teammates with approval from the DVP and People Services Manager as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities generally reflect the expectations of this position but are not intended to be all inclusive.

Quality

- Drive positive DQI trends within the division
- Participate in divisional CQI activities
- Monitor and report on AOR investigation process within the division
- Monitor implementation and report on company initiatives
- Identify issues that require the establishment of clinical Policies and Procedures or recommend modification to existing policies and procedures
- Data collation and reporting as requested

Education

- Ensure that all new clinical teammates complete the appropriate DaVita Prep training program
- Ensure the timely completion of clinical training
- Identify specific training needs within the division and implement action plans
- Direct the implementation of training materials/revisions from the national education team
- Identify and communicate professional development needs and ensure a continuing education program is in place
- Direct and provide on-going education support at the clinic level

Compliance/Regulatory

- Ensure adherence to the DaVita compliance program
- Ensure that DaVita's training programs meet or exceed federal and/or state requirements
- Ensure that proper documentation is submitted when required to the appropriate regulatory agencies
- Provide oversight of the audit process(s) to ensure regulatory compliance and consistency in approach
- Assist in developing action plans and strategies for addressing deficiencies in partnership with operations management
- Ensure division's compliance with all laws, regulations and practice guidelines that impact nursing practice

Management and Leadership

- Ensure Right Person/Right Attitude/Right Job (RPRARJ) within Clinical Services Specialist and Clinical Trainer positions
- Provide coaching and leadership including effective performance feedback to Clinical Services Specialists and Clinical Trainers
- Ensure the team is providing support for and development of the clinical preceptors
- Participate as a member of the Divisions Operations Management Team in development of strategic direction for division and ensure the development of outcome programs to support the direction
- Participate in the divisional operations review process and provide reports with analysis as requested
- Allocate resources according to divisional priorities
- Develop a collaborative and unified team

MINIMUM QUALIFICATIONS

(Education, licenses, certifications, and experience required to fulfill the essential duties, include computer skills as required):

- Degree in Nursing (and licensure in state of residence) or Advanced Degree in related field or equivalent experience
- Five years of nephrology experience required
- Strong communication skills, both written and oral
- Demonstrated ability to manage and mentor people
- Ability to utilize resources to accomplish all key metrics
- Demonstrated team building and coaching/mentoring skills
- Demonstrated ability to prioritize and adapt based on changing priorities
- Demonstrated ability to proactively identify and analyze issues in the workplace and identify and implement solutions collaboratively
- In-depth understanding of facility operations and the roles of direct caregivers in mission accomplishment
- Ability to seek creative solutions to the challenges of adult learning and education and continuing education
- Proven strong leadership skills and the ability to collaborate across functions
- Solid reasoning, critical thinking, problem solving abilities
- Ability to delegate appropriately

- Detail-oriented, yet able to drive projects forward

ESSENTIAL BEHAVIORS AND ATTITUDES REQUIRED FOR SUCCESS IN THIS POSITION:

- Commitment to DaVita's values of Service Excellence, Integrity, Team, Continuous Improvement, Accountability, Fulfillment and Fun with ability to demonstrate those positively and proactively to patients, co-workers, management, physicians, and/or vendors in every day performance and interactions
- Ability and willingness to coach, mentor, train, and develop teammates to provide continuous improvement in patient care
- Passion for quality care and the individual team member's appropriate role in the provision of that care
- Visionary with ability to plan and execute projects that impact mission, goals and objectives

LANGUAGE SKILLS:

Fluent in the written and verbal skills necessary to perform successfully the essential functions, duties, and responsibilities of the position.

VISION REQUIREMENTS.

Vision adequate to perform essential duties and responsibilities of position.

PHYSICAL DEMANDS

Physical requirements can vary. These must be reviewed with management. However, in general, the position requires the following physical activities:

- Ability to lift minimum of 1 pound to a maximum of 25 pounds unassisted and able to perform repetitive standing, sitting, stooping, walking, stretching, reaching, and use full range of body motions including continuous keyboarding and telephone use.

WORK ENVIRONMENT

LEVEL II – Job required tasks normally do not involve exposure to blood, body fluids or tissues, but may require performing unplanned Level I tasks. The normal work routine involves no exposure to blood, body fluids or tissues; however, exposure or potential exposure may be required as a condition of employment and appropriate personal protection measures are required in those instances.

I have read and understand the duties and expectations of this position:

Teammate Signature: _____ Date: _____

Name Printed: _____

Supervisor's Signature: _____ Date: _____

Name Printed: _____