



## **JOB POSTING**

### **Director of Population Health**

#### **Position Summary:**

The Director of Population Health is responsible for clinical expertise for specific, complex and/or rising-risk patient populations with a design to meet specific contractual and program-related requirements. This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for Tandem Health. The position's major responsibility is directing the day-to-day operations, budgeting, financial management, team leadership/management and regulatory aspects of each assigned service area to ensure and facilitate an environment of patient and family-centered care. The Director promotes collaboration between the leads of each specific patient population and other departments by coordinating the activities of Population Health across Tandem Health.

#### **Duties and Responsibilities:**

- Provides leadership and oversight to Population Health programs and teams.
- Ensures development of Population Health initiatives to improve patient satisfaction and family centered care.
- Builds interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations both within the organization as well as in the community.
- Ensures the programs are aligned with the standards of the patient-centered medical home care model, and fosters the administration of evidence-based healthcare in a new and innovative way.
- Remains current with new trends and best practices and incorporates into Population Health programs.
- Leads and/or serves on a variety of appropriate internal and external committees to represent Population Health.
- Reviews and analyzes population and patient data related to clinical care and outcomes to evaluate performance, reveal trends and identify opportunities.
- Prepares various reports to present findings and to highlight successes and opportunities for improvement or intervention.
- Formats and displays data in creative ways to effectively communicate findings to different audiences including healthcare providers, clinical team and leadership.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTEs, staffing and operational budget.
- Directs and provides guidance to managers to effectively allocate resources based on space availability, budget constraints, and program priorities, goals and objectives.
- Continuously seeks to expand the services offered to Tandem Health's patient population by researching grant opportunities that could provide additional assistance to the populations served.
- Ensures completion of required grant reporting.
- Oversees contract compliance for all program areas.



- Creates and maintains up-to-date workflow and reporting documentation; also acts as a liaison between clinical users and Clinical Informatics and Quality Improvement teams to maximize and support appropriate use applications.
- Participates with the Quality Assurance and Improvement team to develop and implement performance improvement strategies to meet/exceed quality of care expectations.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Facilitates assigned staff time and attendance to include requests for Paid Time Off and minimizing overtime
- Oversees hiring, orientation, training and development of assigned team members
- Provides coaching and counseling utilizing approved performance feedback tools and methods
- Maintains a strong focus on ensuring that all work efforts are aligned with organizational goals and objectives
- Enables staff to achieve optimal results by providing information, resources, encouragement and support.
- Other duties as assigned

#### **Qualifications:**

##### *Education and Experience:*

- Bachelor's degree in a relevant subject area such as Public Health, Nursing, Health Administration, Social Work, Business Administration, or related field. Master's degree in a relevant subject area such as Public Health, Health Administration, Public Administration, Public Policy is preferred.
- 5 years of relevant experience in the management of population health-related programs such as health system management, health plans, or public health.
- Experience in a large academic health system or integrated health care delivery system.
- Experience working in a community-based setting for at least 1-2 years preferred.
- Current South Carolina driver's license required. Driving record must meet Tandem Health insurance standards upon employment, and continually thereafter.

##### *Knowledge, Skills and Abilities:*

- Understands the mission and values of the organization
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.
- Highly organized and detailed.
- Exercise sound judgement and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.
- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion.
- Proficiency with computer skills (i.e. Microsoft Word, Excel, Access, and web-based applications).
- Able to learn new computer programs.
- Must have a basic knowledge of health insurance, Medicaid, Medicare and sliding fee programs.



- Must be able to develop and maintain strong professional community relationships.

**Work Environment:**

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for regular exposure to blood-borne diseases (Category I). Potential rare exposure to chemical hazard (Category B).

**Physical Demands:**

Considerable sitting, standing or walking. Assists with lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

**How to Apply:**

If you are interested in applying, please download and print an application from our website: [www.tandemhealthsc.org](http://www.tandemhealthsc.org). Return your completed application to:

Tandem Health  
Attn: Human Resources  
550 S. Pike West  
Sumter, SC 29150