

Summary: The Associate Director is responsible for ensuring excellent patient care through effective leadership and management techniques. The Associate Director will effectively own the business and lead a team of administrative and clinical staff while upholding the company's mission, policies and procedures. This will be achieved by performing the following duties.

Essential Responsibilities include the following. Other duties may be assigned.

- Hands-on engagement in understanding and applying Lean
- Maintains an unrelenting focus on improvement and providing customer value
- Makes learning and practicing of Lean principals a daily priority
- Drive business results and increase patient satisfaction through active performance management of staff to ensure consistent achievement of patient care and operational goals based on key performance indicators and metrics.
- Effectively manages employee performance by consistently providing constructive feedback, taking a collaborative approach to employee development, and administering necessary training including evaluations and performance improvement plans. Hold team accountable and ensure the company's policies, procedures, and performance standards are met.
- Communicate, implement, and reinforce organizational goals, policies, values, initiatives, and workflow in a way that ensures the team understands their contribution and accountability to the success of the organization
- Manage and analyze daily/weekly/monthly operational statistics related to patient volume, modality volume, front desk productivity, TOS/Billing accuracy.
- Identify methods to continuously improve internal processes and increase patient satisfaction efficiently with employee engagement.
- Take an active part in listening to the voice of the customer by periodically making waiting room rounds.
- Identify and maintain physical appearance of facility and to ensure quality appearance.
- Ensuring all staff on site is compliant with company policies, procedures, state, and federal regulations.
- Manage labor audits and review staff scheduling to maximize efficiency.
- Manage budget at assigned centers through the effective management of volumes, inventory, and labor hours.

Qualifications:

- Bachelors degree from a four year college or university. Masters degree (MA, MBA.) or equivalent preferred.
- 10 years' minimum management experience (healthcare industry preferred)