



## Career Service Authority

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# Associate Director of Physician Services

### GENERAL STATEMENT OF CLASS DUTIES

Assists in the direction and coordinates the operation of a major clinical service in the recognized medical areas of psychiatry, pathology, pediatrics, internal medicine, family practice or other fields of medicine, or manages and additional program which impacts and addresses Department of Health and Hospital issues.

### DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

This class assists in the direction and coordinates the operation of a major clinical service in the recognized medical areas of psychiatry, pathology, pediatrics, internal medicine, family practice or other fields of medicine, or manages and additional program which impacts and addresses Department of Health and Hospital issues. This class is distinguished from the Associate Director of Technical Physician Services, which assists in the direction and coordination of the operation of a major clinical service in the recognized technical or procedural medical areas of radiology, oral maxillofacial surgery, emergency medicine, anesthesiology, obstetrics/gynecology, surgery, or other technical fields of medicine, or manages an additional program, which affects and addresses Department of Health and Hospital issues.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

***Level of Supervision Exercised:***

Exercises executive supervision over supervisors who have personal accountability for carrying out an assigned function and who are expected to resolve problems that arise in the normal course of work

**ESSENTIAL DUTIES**

Assists the director in planning, organizing and directing the operation and daily activities of a medical service and directs clinics and/or major programs within the service.

Assists in the formulation of short and long-term plans.

Organizes and administers medical services to ensure consistency with management policy and goals and compliance with federal and state directives.

Develops and ensures implementation of a staff development program which provides opportunities for individual employee growth, continuity of workflow during employee absences and long-range development of employees for management functions.

Directs or assists in the direction of programs and participates in the supervision of the training and education of residents, interns, medical students and allied personnel to ensure the training meets required criteria.

Directs the development of the performance evaluation program for the entire clinical service and directly develops evaluations for section managers and personal support staff.

Formally evaluates the work of operations and staff sections through subordinate manager /supervisor performance.

Maintains a comprehensive quality improvement program and utilizes the continuous quality improvement process to assess and enhance standards of quality in the assigned medical service.

Coordinates, plans and recommends programs and policies that include directing and participating in the training and education of professional staff engaged in medical education.

Manages and directs a major program assignment, which impacts and addresses department wide issues.

Plans and administers research programs within the scope of department policies and coordinates such programs with similar efforts in the community.

Plans, organizes and coordinates the activities of professional, technical and administrative staff, which includes establishing goals and priorities for work assignments and monitoring work status to ensure work functions remain consistent with departmental objectives.

Assumes total service responsibility in the absence of the director.

Resolves problems, recommends assignments, transfers, promotions and disciplinary action.

Prepares technical and administrative reports, training documents and other written materials and assists in the preparation of the departmental budget.

Performs professional patient care in a recognized medical area, examining patients, diagnosing and treating as necessary.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Medicine and Dentistry** - Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

**Leadership** - Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Problem Solving** - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

**Flexibility** - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

**Decisiveness** - Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

**Interpersonal Skills** - Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

**Human Resources Management** - Empowers staff by sharing power and authority; develops lower levels of leadership, pushing authority down and out throughout the org.; shares

rewards with staff; ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

**Self-Direction** - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building** – Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Influencing/Negotiating** – Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

**Client Orientation** – Anticipates and meets the needs of clients; achieves quality end products; is committed to improving services.

**Planning and Evaluating** – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

**Managing Diverse Workforce** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Balancing: Maintaining body equilibrium to prevent falling over

Eye/Hand/Foot Coordination: Performing work through using two or more

Feeling: Perceiving attributes of objects by means of skin receptors.

Fingering: Picking, pinching or otherwise working with fingers

Handling: Seizing, holding, grasping or otherwise working with hand(s)

Hearing: Perceiving the nature of sounds by the ear

Reaching: Extending the hand(s) and arm(s) in any direction

Repetitive Motions: Making frequent movements with a part of the body

Sitting: Remaining in the normal seated position

Standing: Remaining on one's feet in an upright position

Talking: Expressing or exchanging ideas by means of spoken words

### **Working Environment:**

Contact with patients under wide variety of circumstances

Exposed to infection from disease-bearing specimens

Exposed to infections and contagious disease.

Exposed to patient elements.

Exposed to risk of blood borne diseases.

Exposed to unpleasant elements (accidents, injuries and illness)  
Exposure to hazardous chemicals.  
May perform emergency care  
Occasional pressure due to multiple calls and inquiries  
Occasionally exposed to radiation hazards  
Requires judgment/action which could result in death of patient  
Subject to long irregular hours  
Subject to many interruptions  
Subject to varying and unpredictable situations

***Education Requirement:***

Graduation from an approved school of medicine plus completion of board approved post-graduate training.

***Experience Requirement:***

Three years of full performance patient care medical practice experience in a recognized medical area such as psychiatry, pathology, internal medicine or family practice, which must have included one year of supervisory experience over a large clinical service with multiple levels of varying professionals.

***Education/Experience Equivalency:***

Additional appropriate education and/or multiple board certifications or eligibility for additional board certifications may be substituted for the minimum experience requirement.

***Licensure and/or Certification:***

Possession of a license to practice medicine in the State of Colorado at the time of appointment and board certification in a specialty area by the American Board of the appropriate medical area at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Jean Canfield

***REVISED DATE:*** 06/28/2009

***REVISED BY:*** Blair Malloy

***CLASS HISTORY*** 6/2009- This class was revised into new format and added competencies.