



Career Service Authority

Page 1 of 6

Director of Technical Physician Services

GENERAL STATEMENT OF CLASS DUTIES

Directs and coordinates 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.

DISTINGUISHING CHARACTERISTICS

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

This class directs and coordinates 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. 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 responsibilities and authorities over specific work functions and who exercise a high degree of initiative, judgment, discretion, and decision-making over professional, sub-professional and clerical workers.

ESSENTIAL DUTIES

Directs plans, and organizes the operation and daily activities of a medical service and directs clinics and/or major programs within the service in accordance with policy established by the Manager of Health and Hospitals.

Formulates short and long-term plans consistent with policy, other services, goals and federal and state directives.

Established, evaluates, modifies and implements medical service policies, procedures and regulations in compliance with accepted medical standards and other legal requirements.

Plans, organizes and directs the programs and training in the theoretical and practical aspects of medicine for residents, interns, medical students and allied personnel and ensures training meets required criteria.

Designs an organizational approach to the development of employees that ensures the long-range capability of the organization to function effectively despite the loss of staff, absences and other factors which tend to interfere with the smooth flow of daily operations.

Participates in the development of the management team to ensure organization commitment to staff development.

Directs the development of the performance evaluation programs 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.

Develops implements, and 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 operation and delivery.

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

Prepares and monitors the department budget, evaluating the appropriateness of current resource allocations to specific work functions, and controls expenditures within established guidelines.

Established goals and priorities for work assignments and through associate directors, monitors work status.

Resolves problems to include assignments, transfers, promotions and disciplinary actions.

Establishes policies regarding employee training, discipline, grievances, promotion, transfer and reallocation.

Prepares technical and administrative reports, training documents and other written materials.

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

Performs other related duties as assigned or requested.

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.

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.

Creative Thinking – Develops new insights into situations and applies innovative solutions to make organizational improvements; designs and implements new or cutting-edge programs/processes.

Internal Controls/Integrity – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

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.

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 board certified patient care medical practice and three years of management experience as a chief of service or assisting in the direction and coordination of the operation of a major technical or procedural clinical service such as radiology, oral maxillofacial surgery, emergency medicine, anesthesiology, obstetrics/gynecology, surgery or other technical fields of medicine.

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 time of appointment and board certification in a technical or procedural 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