



Office of Human Resources
Director of Medical Operations – CO3422
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General Statement of Duties

Directs the programs and operations of the city's Public Health medical division, provides medical leadership, direction, and planning to address community needs while providing direct services and issuing medical decisions, serves as the city's Chief Medical Officer (CMO), and develops, promotes, and executes operational policies, procedures, and performance criteria in compliance with contractual, industry, and legal standards at the division, city, regional, and national level, and can communicate clearly with internal and external audiences regarding the medical operations and decisions of the city and of the CMO.

Distinguishing Characteristics

This class is part of the Department of Public Health and Environment's management team and directs the operational and administrative activities by providing medical expertise, serving as the city's Chief Medical Officer as required by law in the State of Colorado, providing leadership, direction, and planning for the office, and developing and executing policies, procedures, and performance criteria for office operations. The incumbent is required to possess an active medical license in the State of Colorado. This class is distinguished from the Chief Medical Examiner and Coroner classification who directs the operations and activities of the Office of Medical Examiner in the investigation and evaluation of deaths within the city that fall under the jurisdiction of the coroner, provides leadership, direction, and planning for the office, and develops and executes policies, procedures, and performance criteria for office operations.

Essential Duties

Directs, plans, organizes, and evaluates the activities of public health medical operations; Plan, organize, manage, administer, and authorizes public health services and programs aligned with short- and long-term goals and strategic plans. Develop and implement policies, procedures, and best medical practices by evaluating goals, objectives, priorities, and activities to improve performance and outcomes to address new or changing regulatory requirements. Assess and plan for future needs for direct medical services, and develop and organize services offered, organizational structure, and level of community input to meet needs.

Manages medical needs to examine, treat, and advise patients on medical and behavioral health. Organizes and administers medical services to ensure consistency with management policy and goals and compliance with federal and state directives. Delivers preventative health services and coordinates specialty care and case management. Establishes and oversees medical decisions and best practices by conferring with medical personnel to ensure quality of care and compliance to industry and legal standards.

Maintains a comprehensive community health assessment and improvement program and utilizes the continuous quality improvement process to assess and improve operational standards. Direct program quality improvement projects, conduct analysis, and monitor trends.

Directs and plans programs for the training and education of office interns, medical students, and residents and participates in developing and presenting professional and industry training programs.

Advise and/or directs the Communicable Disease program which includes conducting case investigations of reportable conditions in Denver including patient interviews, medical record reviews, resource navigation, and/or contact tracing.

Completes investigations for rare or less frequent disease investigations or those that may require heavy involvement with other medical staff. Works closely with the epidemiology unit to advise on outbreak investigations and best practices to manage outbreaks.

Issues official public statements as the city's Chief Medical Officer; serves as a liaison, advises, and authorizes medical protocols. Leads and participates in local, state, or national committees and organizations to represent the department and city and provides expertise on internal and external boards and committees, interagency task forces, and special projects. Provides expert guidance to other departments, the general public, media, and outside agencies.

Develops, administers, assists, and monitors budgets. Identifies, obtains, and manages funding from grants and community partners. Participates in the interpretation, negotiation, management, and enforcement of contracts. Analyzes and reviews federal, state, and local laws, regulations, policies, and procedures to ensure compliance.

Works with the management team and staff to recommend strategic initiatives, goals, and objectives for the division and once approved, to implement them. Directs the performance of the division by implementing the strategic plan, and the associated division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance of the division with the goal of meeting or exceeding the established KPI performance benchmarks.

Establishes and implements division's standards, procedures, systems, and guidelines. Provides expertise and consultative guidance to internal and external stakeholders as assigned which may include elected and appointed officials, citizens, and members of the business community.

Implements policies, programs, operating procedures, and practices for the division and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Actively participates on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of the scientific principles, method, and processes used to conduct a systematic and objective inquiry including study design, collection, analysis, and interpretation of data, and the reporting of results.

Knowledge of the principles, methods, and tools of quality assurance, quality control, and reliability used to ensure that a project, system, or product fulfills requirement and standards.

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish program objectives.

Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Level of Supervision Exercised

Directs the Public Health medical operations by supervising managers, supervisors, and individual contributors.

Education Requirement

Graduation from an approved school of medicine resulting in a Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO) plus completion of board approved post-graduate training.

Experience Requirement

Five (5) years of experience at the type and level of functional or operational management, which must have included management of subordinate supervisors.

Education & Experience Equivalency

No substitution of experience for education is permitted.

Licensure & Certification

Possession of a license to practice medicine in the State of Colorado at the time of application. Licensure in another state may be accepted in lieu of this requirement, provided that the applicant has Colorado licensure at the completion of probation or within six (6) months.

Possession of board certification by the American Board of Preventive Medicine or American Board of Osteopathic Preventive Medicine, or a related specialty area by the American Board of the appropriate medical area at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Hazards: conditions where there is danger to life, body, and/or health.
Contact with deceased persons under a wide variety of circumstances.
Potential exposure to infection from disease-bearing specimens.
Potential exposure to infections and contagious disease.
Potential exposure to patient elements.
Potential exposure to risk of blood borne diseases.
Potential exposure to unpleasant elements (accidents, injuries, and illness).
Potential exposure to hazardous chemicals.
May perform emergency care
Occasional pressure due to multiple calls and inquiries.
Occasional potential exposure to radiation hazards.
Subject to long irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations including grieving and potentially unstable individuals.

Level of Physical Demand

2-Light (10 - 20 lbs.)

Physical Demands

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

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Education Check
Employment Verification

Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-27

FLSA Code: Y

Established Date: 2/19/2023

Established By:

Revised Date: 7/1/2024

Revised By: CW

Class History: 6/11/2023 - Revised the title from Director of Clinical Operations, general statement of duties, distinguishing characteristics, essential duties, and the Level of supervision exercised as a result of CN1775;

7/1/24 – Revised Experience Requirement.