

Directorate for Clinical Support Services
Position Description for
DIRECTOR

Title: Director for Directorate for Clinical Support Services	
Name:	Supervised By: Executive Officer

Introduction, Scope and Effect: The Director for Directorate for Clinical Support Services (DCSS) is responsible for the operation and coordination of the: essential ancillary clinical services needed to support the DoD's largest medical center and training facility, functions of Naval Medical Center San Diego (NMCSD) . This position provides supervisory control over staff assigned to the Directorate including military and civilian personnel. The Director contributes to the environment of care through maintenance of a safe and supportive environment for patients, staff, and other individuals served by the directorate.

Duties And Responsibilities

- As a member of the Board of Directors, establishes reviews and updates short-term and long-term goals of NMCSD to include Organizational Manual/Strategic Plan/Annual Plan/Performance Improvement Plan.
- Demonstrates conduct of the highest ethical standard, leading the directorate by example.
- Organizes directorate structure in a manner that results in efficiency, effectiveness and responsiveness.
- Executes problem identification, data gathering and implementation of strategy action that are in the best interest of NMCSD, its mission, values and philosophy.
- Develops comprehensive realistic annual budgets that reflect directorate needs and the application of cost-effective management.
- Manages the Directorate in a cost-effective manner, continuously evaluating the manner in which services are delivered.
- Establishes policies and procedures necessary for effective and efficient systems and management of human resources, recommending a sufficient number of qualified and competent staff to provide care/services for the respective directorate.
- Attends meetings, prepares reports and analyses, providing recommendations in a timely and accurate manner.
- Maintains a sensitive, fair and impartial approach to dealing with staff members.
- Reviews and revises policy and procedure manuals annually.
- Integrates the directorate into the organization's primary functions by coordinating and integrating services for the benefit of the Command.
- Evaluates and recommends space and other resources needed by the directorate.
- Conducts directorate wide meetings at least once a week, to maintain two-way communication, information planning and to follow-up on performance improvement initiatives.
- Demonstrates effective leadership skills in the management of programs assigned to the DCSS
- Performs other duties as assigned by the Commanding Officer and Executive Officer.

Patient Relations

- Approaches patients and family in a kind and professional manner.
- Treats patients and their families with respect and dignity.
- Maintains customers' rights (confidentiality, privacy, safety, security, and decision making).

Communications

- Utilizes interpersonal communication skills in order to exchange information in a clear and accurate manner with internal and external customers, volunteers, and other directorates.
- Provides clear instruction and/or trains others in a manner that ensures their understanding.
- Provides feedback to others in a constructive, helpful manner.
- Actively participates in meetings, by showing interest and contributing appropriately.
- Uses accurate, clear and concise oral and written communication.
- Provides as well as heeds input/counsel from the members of the directorate.
- Employs frequent visits to all work centers throughout the directorate on a regular basis, ensuring open and candid communication to all personnel.

Planning & Decision Making

- Effectively plans work, considering time, supplies, support required from other individuals and directorates.
- Completes job responsibilities within required timeframe, according to established schedules or workflow requirements.
- Displays an ability to evaluate areas in need of improvement and provides input in order to improve current methods, services, programs or technology.
- Reviews and assesses information before making decisions and solving problems.
- Uses proper judgment and knowledge of established practices and procedures when addressing problems or issues.

Supervision

- Establishes and monitors standards of performance among all subordinates and ensures that standards are being consistently met.
- Improves subordinate performance through ongoing counseling, coaching, and delegation and feedback practices.
- Provides input and assistance in the training and development of employees.
- Assists in the communication of new or modified hospital policies and procedures to personnel thoroughly and promptly.
- Performs management activities including interviewing, hiring and counseling.

Mission And Vision

- Analyzes, selects and implements programs necessary to achieve the Mission, Vision, Guiding Principles, goals and strategic plans of NMCSO.

Environment Of Care

- Demonstrates understanding and follows the general procedures for safe work performance, including: general safety procedures; identification, handling, and storage of hazardous materials; physical security; and reporting of incidents.

Information Management

- Respects customer confidentiality by using discretion in discussion of private information.
- Demonstrates the proper procedures for locating, obtaining, using, creating, disclosing and safeguarding general or customer-specific information pertinent to assigned responsibilities.

Performance Improvement (PI)

- Educates staff on PI activities.
- Maintains Performance Improvement activities in the directorate.
- Determines important aspects of performance and PI priorities, critical indicators/performance measures, and comparison levels or triggers for action when

- patterns and trends are identified.
- Establishes specific and necessary planning, control and PI mechanisms that monitor staff support, administrative and economic outcomes.

Readiness

- Maintains full military medical readiness (PRT/immunizations/training) status.

Hospital-Wide Standards

- Maintains current knowledge of, and conducts all job duties in accordance with established hospital policy, BUMED directives, Joint Commission and other regulatory requirements.
- Maintains and respects the confidentiality of any patient, employee and/or any other sensitive information.
- Works effectively with others; helps others to solve problems; promotes teamwork and cooperation among individuals and/or directorates.
- Shows flexibility and willingness to extend self.
- Maintains professional military appearance.
- Wears identification while on duty.
- Maintains annual educational requirements.

Professional & Regulatory Requirements

- Selection by the Commanding Officer.
- Minimum of Master's prepared in (field of expertise), or other related field from an accredited university.
- Membership in an accredited professional healthcare organization (i.e. APTA/AAPA/RSNA/ACPE/ASCP, etc.) is strongly encouraged.

Physical Demands

- Work requires is primarily office and entails extended hours of computer use.

Supervisory Controls:

- This position is responsible to the Commanding Officer, NMCSO via the Executive Officer.

Guidelines:

- Direction for performing work is received through DoD and Navy publications, Joint Commission standards, instructions from hospital and higher authorities, and administrative meetings.

I have read and understand the Position Description.

Name/Signature

Date

Annual Review:

Name/Signature

Date

Name/Signature

Date