



**Position Title:** Director, Clinical Operations  
**Reports To:** Vice President & Medical Director  
**Division:** Q Point  
**Department:** Administration  
**Classification:** Exempt  
**Revision Date:** April 30, 2019

### **Position Summary:**

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

The Director, Clinical Operations is primarily responsible for the development, implementation, oversight and monitoring of clinical programs for Q Point, a division of Equality Health. This individual reports directly to the CMO, and works to align clinical programs with our strategic objectives to improve patient outcomes in a culturally congruent manner. The Director will oversee care management and disease management programs to control the cost of care, reduce unnecessary utilization and improve quality for the population of patients we manage.

### **Responsibilities:**

- Manage and implement clinical programs including care management, disease programs, complex care programs, wellness initiatives and community services
- Lead care management program through NCQA accreditation process
- Coordinate and monitor programs in an efficient manner to meet all contractual and regulatory obligations
- Partner with technology divisions to develop and prioritize technological solutions to department needs and inefficiencies
- Collaborate with all departments to achieve clinical and financial results
- Provide leadership, project management and program oversight for clinical services which include synthesis and analysis of data to monitor and ensure program effectiveness
- Ensure the delivery of high quality care coordination services
- Participate in cross-functional teams to continually deliver innovative, efficient clinical products
- Present written and oral updates to leadership team on a regular basis
- Build relationships with external organizations to promote and increase clinical program resources
- Maintain knowledge of payor contract obligations and governmental health care regulations

### **Required Knowledge, Education & Experience:**

- Bachelor's degree in Nursing or a directly related field of study; Master's degree is preferred



- Minimum five (5) years of experience in a clinical operations role or directly related position; experience must include responsibility for project management
- Demonstrated experience in the development and implementation of clinical programs
- Proficiency with MS Office applications and web-based technologies

**Highly Preferred Skills, Abilities & Qualifications:**

- Experience with NCQA and/or URAC accreditation and delegation process
- Knowledge of value-based managed care arrangements and population health with Medicare Advantage and Medicaid populations
- Excellent verbal, written and interpersonal communication skills; highly collaborative team approach to work
- Demonstrated leadership ability and skills in critical thinking, strategic planning, analysis and systems thinking
- Successful record of managing multiple projects with demonstrated ability to work independently in rapidly-changing environments