

## **Program Director**

---

**Job Title:** Director of Ancillary Services

**FLSA Classification:** Exempt

**Department:** Administration

**Supervisor:** Executive Director

### **Job Summary**

The PACE Director of Ancillary Services is responsible for the planning, organization, administration, policy implementation, and on-going evaluation of the ancillary services associated with the PACE program.

### **Essential Job Functions**

- Develops workflows, strategies, and special projects to meet participant care needs.
- Responsible for service implementation, evaluation, and process improvement activities related to clinical and administrative operations.
- Develops and directs process workflows to ensure that appropriate personnel perform their functions within the organization.
- Establishes benchmarks for performance, holding teams accountable for outcomes and performance improvement.
- Assumes leadership for Medical Records, Call Center and Scheduling and Interpreting Services and all processes.
- Ensures that all operational practices are aligned with CMS and DHCS governing regulations.
- Ensures that decisions regarding medical, social, and supportive services are met based on assessed needs.
- Assures the successful operational, financial and clinical development of the PACE program.
- Assumes leadership role in PACE strategic planning and establishment of short-term and long-term goals.

- Ensures that the job responsibilities of all direct reports are defined and understood.
- Protects privacy and maintains confidentiality of employee, participant and sensitive agency information.
- Promotes workplace behavior aligned with organizational core values that include honesty and integrity, respect, encouragement, quality care and patient-centeredness.
- Monitors for compliance with care plan assessments and related activities; implementing immediate corrective action as necessary.
- Monitors for compliance with participant Service Delivery Requests, implementing immediate corrective action as necessary.
- Directs daily workflow and follow-through related to participant grievances and appeals.
- Participation on various clinical, administrative and leadership committees.
- Responsible for maintaining confidentiality and providing excellent customer service to program enrollees, their families or designated representative.

### **Education and Qualifications:**

- Bachelor's Degree Preferred in business administration or a health or human services field;
- A minimum of five (5) years of health care experience
- Three (3) years of management experience, preferably in a geriatric care setting.
- A minimum of one year's experience working with the frail or elderly population is preferred.
- Knowledge of the physical, mental, and social needs of the elderly, particularly in home and community-based services, and the interdisciplinary team model.
- Working knowledge of health care delivery and financing systems, including Medicaid, Medicare, waiver programs, prospective payment systems, and Health management organizations.
- Ability to effectively organize, plan and delegate responsibilities
- Demonstrated skills in leadership and decision-making
- Demonstrated effective oral and written communication skills.
- Working knowledge of the budgeting process and sound fiscal management.
- Must comply with agency health screening and immunization requirements
- Working knowledge of the PACE Regulation and all other Regulatory requirements preferred.
- Working knowledge of the State's healthcare system, including local health care and aging networks.
- Working knowledge of quality improvement and care management systems.
- Ability to apply creative problem-solving skills to complex issues.
- Working knowledge of spreadsheets, databases, word processing, and Electronic Health Records.
- Must successfully pass agency required background checks and drug screening.



**Core Values**

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

**Acknowledgment**

**I have read** the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

**I understand** the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

**I understand** that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.