

Director of Clinic Finance and Operations
Northern Illinois University

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Posted Oct. 5, 2021, set to expire Feb. 4, 2022

Job Title	Director of Clinic Finance and Operations
Department	College of Health & Human Sci
Institution	Northern Illinois University DeKalb, Illinois
Date Posted	Oct. 5, 2021
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Research Financial Planning/Budget Management
Apply Online Here	https://employment.niu.edu/postings/59667
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Job Description	

Primary Function

The primary purpose of this position is to provide financial and operational leadership for the School of Allied Health and Communicative Disorders (AHCD) associated clinics. This position provides strategic planning, risk management, business analysis, and auditing to the AHCD School Chair and the Dean of CHHS.

Duties and Responsibilities (generally)

The Director of Clinic Finance and Operations provides financial and operational leadership for AHCD associated clinics. The Director of Clinic Finance and Operations will:

A. Develop, Administer and Coordinate education-related operations and clinical-related operations of the Speech-Language-Hearing Clinic and Physical Therapy Clinic.

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Clinical-Related Operations

- a. Develop, implement, and manage billing, credit, collection, and clinical policies and procedures
- b. Effectively communicate with all stakeholders, including students, faculty, staff, patients/clients, administrators, NIU Office of General Counsel, and external stakeholders
- c. Establish and oversee accounting and internal control systems appropriate for each of the clinics
- d. Develop and monitor risk management policies and procedures in conjunction with NIU Risk Management, utilizing best practices in each relevant discipline
- e. Maintain currency with disciplinary federal, state, and insurance policies and regulations
- f. Supervise front office staff and billing/accounting staff work and schedules
- g. Ensure adequate practitioner coverage for each clinic at all times
- h. Resolve difficult and specialized client relation situations, involving upset and dissatisfied clients who require sensitivity and sound judgment; take action to resolve complaints where appropriate; receive and respond to correspondence and telephone calls, providing information and handling issues, requests, and complaints
- i. Initiate contracts with external entities and follow through with all necessary elements to carry out contracts
- j. Ensure development and dissemination of formalized policies that facilitate quality care of patients and clinic functioning
- k. In collaboration with AHCD School Chair, implement clinic budget and maintain revenue flow
- l. Develop and facilitate a marketing plan for clinical services
- m. Supervise licensed professional, extra help employees, and student worker work and schedules
- n. Write and conduct formal performance appraisals, in collaboration with chair and dean: participate in a variety of processes related to personnel actions, including interviewing, counseling, training, promotion, discipline, and termination
- o. Serve as purchasing manager for clinics
- p. Oversee the physical plant and space utilization in collaboration with the CHHS Dean
- q. Notify Chair and Dean with concerns that need escalation, providing information and potential solutions

Education-Related Operations

- r. Supervise overall clinic operations
- s. Coordinate clinical work assignments with the school chair and clinical coordinators
- t. Provide necessary input/data for academic faculty and clinical faculty annual reviews
- u. Serve as a resource for academic faculty, clinical faculty, staff, and students
- v. Collaborate with faculty in development of new clinical services and service delivery models to ensure necessary student experiences
- w. Develop and manage clinical research databases

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- x. Represent CHHS on school, college, and university committees, as needed
 - y. Write assessment reports for internal and external constituents
 - z. Assure that professional, accreditation agency, state, and federal standards and regulations are met in clinic operations
 - aa. Generate reports related to student, staff, and patient safety
- B. Initiate and Manage all Insurance Contracts and Provider Credentialing.
- a. Keep all credentialing current via CAQH and/or via individual insurance providers
 - b. Credential all new academic faculty and clinical faculty
 - c. Contract with new insurance companies
 - d. Work with NIU Office of General Counsel on all insurance contracts
- C. Lead Implementation of Electronic Health Record (EHR).
- a. Develop and Enforce EHR policies and procedures
 - b. Act as super user and primary contact/resource for the EHR
 - c. Train new faculty/staff/students on EHR
 - d. Troubleshoot issues and work with EHR company for issue resolution
- D. Serve as support to CHHS Dean
- a. Act as HIPAA Privacy Officer for all CHHS Clinics
 - b. Participate as member of CHHS College Senate, as needed
 - c. Leader for CHHS online/Blackboard HIPAA training
 - d. Develop yearly clinics report for Illinois State Legislature
 - e. Serve as resource to Couple and Family Therapy Clinic
 - f. Facilitate Programs and Events
- E. Other duties as assigned by AHCD School Chair and/or CHHS Dean

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact



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