



JOB DESCRIPTION

POSITION TITLE: Service Line Administrator

POSITION NO: 1862

Reports to: Chief Service and Core Line Officer

JOB SUMMARY

The Service Line Administrator is responsible for administrative activities including financial and operational performance as well as strategic planning in partnership with the Service Line Medical Directors, Chief Service Line Officer and Core Line Officer.

ESSENTIAL JOB FUNCTIONS

1. Citizenship

- a. Address inappropriate behavior and performance issues; enforce general standards of conduct within the assigned area.

2. Market Share/Service Development

- a. Assess/improve service line market share
- b. System specialty planning, including outreach
- c. Regular communication with referral network across system; work with Regional Specialty Administrator to address deficiencies.
- d. Identify new services/service expansion; determine specialty capital need; develop business plan; plan new technologies within the assigned area.
- e. In conjunction with Marketing, find effective ways to promote service line.

3. Financial Performance/Budget

- a. Accountable for budget process and service line financial performance, in conjunction with the Service Line Medical Director.
- b. Understand and use service line departmental costing, financial and staffing reports to manage the assigned area.

4. Operational Efficiency

- a. Manage service line coverage issues across the system.
- b. Manage ease of referral issues.
- c. Lead and be a resource for service line process improvement projects: standardization of processes, improved outcomes, and cost reduction.

5. Outcomes/Quality/Affordability

- a. Responsible for outcomes/quality within service line, as well as pertinent quality improvement efforts.
- b. Address risk management, peer review and quality improvement issues within the service line.
- c. Accountable for service line affordability.

6. Patient Experience

- a. Sets and enforces standards for patient experience, in conjunction with Patient Experience Medical Director.

7. Communication/Team Building

- a. Responsible for conducting system-wide specialty meetings.
- b. Attend SOG meetings.
- c. Communication and implementation of service line specific initiatives.
- d. Assist Service Line Medical Director with Associate Evaluation program.
- e. Assist Service Line Medical Director with recruitment of specialists across the system, optimizing workflow and reducing duplication and internal competition.
- f. Mentoring of Service Line Managers by providing feedback, coaching and supporting professional development.
- g. Conduct an annual review with each service line managers.
- h. Represent Clinic with community groups and with other health care systems.
- i. Assist in guiding inter-specialty relationships.

8. Administrative

- a. Assist in establishing salary assignments for APPs.
- b. Consult on coding and reimbursement issues.
- c. Influence manager engagement by showing appreciation of their accomplishments and addressing stress and burnout.

9. Regular attendance is required in order to carry out the essential functions of the position.

10. Reviews and meets ongoing competency requirements of the role to maintain the skills, knowledge and abilities to perform, within scope, role specific functions.

ADDITIONAL DUTIES

1. Other duties as assigned.

JOB QUALIFICATIONS

EDUCATION

For positions requiring education beyond a high school diploma or equivalent, educational qualifications must be from an institution whose accreditation is recognized by the Council for Higher Education and Accreditation.

Minimum Required: Bachelor's degree in healthcare administration, business, management or related field.

Preferred/Optional: Master's degree.

Experience

Minimum Required: Seven years of executive healthcare experience within a complex health care organization including acute-care hospital operations, physician engagement and effective physician relationships and outpatient service delivery systems. Seven years of experience in a senior leadership role with financial management experience gained in a high-growth organization. Experience with for profit and with nonprofit finance and accounting regulations.

Preferred/Optional: None

CERTIFICATIONS/LICENSES

The following licensure(s), certification(s), registration(s), etc., are required for this position. Licenses with restrictions are subject to review to determine if restrictions are substantially related to the position.

Minimum Required: None

Preferred/Optional: None

PATIENT POPULATIONS SERVED

Individuals hired are expected to serve patients of different ages, backgrounds, etc. When performing the essential functions of the role, the individual must identify the patient age group to be served and apply the appropriate care based on the patient’s age and background. The hiring manager is responsible for communicating the patient population generally encountered in the role and is responsible for ensuring the appropriate cultural, age and related training needed to serve the patient populations.

Check appropriate patient age group(s) served or select “Not Applicable”						
<input type="checkbox"/> Infant	<input type="checkbox"/> Toddler	<input type="checkbox"/> Child	<input type="checkbox"/> Adolescent	<input type="checkbox"/> Adult	<input type="checkbox"/> Older Adult	<input checked="" type="checkbox"/> Not Applicable

EXCLUSION FROM FEDERAL PROGRAMS

Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify their manager or the Clinic’s Compliance Officer if they are threatened with exclusion or becomes excluded from any federally funded program.

ORGANIZATIONAL COMPETENCIES

- Patient Centered
- Trust
- Teamwork
- Excellence
- Affordability

SPECIAL FACTORS				
Expected Travel and Shift Factors of the Role	Expected Frequency Individual Will Be Requested of Travel and Shift Factors in the Role			
	Frequently Required	Occasionally Required	Seldom Required	Unlikely
Day travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-call shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holiday shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><i>All employees’ hours are scheduled according to the needs of the department. Occasional changes to Scheduled hours may be necessary when required by workload or departmental deadlines. May require additional hours based on workload, low staffing or emergency situations.</i></p>				

PHYSICAL DEMANDS					
Expected Physical Demands of the Role	Expected Frequency Individual Will Perform the Physical Demands in the Role				
	Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i>	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i>	Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i>	Not Present
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry 10 pounds or less for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift and carry less than 35 pounds for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift greater than 35 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pivot waist and neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull 50 pounds or less	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Push and pull greater than 50 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach less than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach higher than 5 feet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit with back support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit without back support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand Unsupported	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist flexion/extension	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>All employees are required to utilize proper body mechanics, lifting and moving techniques and/or request assistance from additional staff before attempting to lift any weight outside of their physical capabilities and/or provider ordered restrictions. Actual weight(s) of individuals or items to be lifted vary substantially and must be carefully assessed by staff before attempting a lift to minimize the risk of employee injuries and ensure patient safety.</i>					
Hearing and Vision			Requirement	Not a Requirement	
Normal vision with/without correction			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Color vision			<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Normal hearing with/without correction			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ENVIRONMENTAL FACTORS					
Expected Environmental Factors of the Role	Expected Frequency Individual Will Be Exposed to Environmental Factors Demands in the Role				
	Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i>	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i>	Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i>	Not Present
Works indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uses a computer monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works alone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works at unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to biological agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust, fumes, smoke, gases, odors, mists or other irritating particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to excessive noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to extreme hot or cold temperature and/or changes in humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to radiation or electrical energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to slippery or uneven walking surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to solvents, grease or oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Around moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operates moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

All employees are required to appropriately dress is based on the area the position resides in and must follow the Marshfield Clinic Health System Personal Appearance (Dress Code) policy and other applicable departmental policies.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions

that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

CREATED BY: Chief Service and Core Line Officer – MCHS

DATE MODIFIED: 10/6/2023