

DEPUTY DIRECTOR OF AMBULATORY SERVICES

COUNTY OF SAN MATEO • CALIFORNIA



Annual Salary:
\$13,534 - \$16,993 /Month



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**



SAN MATEO COUNTY

The County of San Mateo is located in the heart of the San Francisco Peninsula, offering a wide range of recreational pursuits, economic opportunities and numerous attractions. The 770,000 residents of the County enjoy a diverse, multi-cultural citizenry, cosmopolitan ambiance, temperate climate, clean air, rural open space, and a geographic location in the heart of the San Francisco Peninsula.

At the County of San Mateo, we take pride in the way our employees bring together their diverse backgrounds, experiences, and perspectives to serve our community's needs. The County is an Equal Opportunity Employer.



SAN MATEO MEDICAL CENTER

Through growth and change, the San Mateo Medical Center (SMMC) remains committed to providing quality medical care to meet the health needs of the community. Our commitment is to provide quality care with a compassionate touch and we strive to help you maintain a balance between work and family. San Mateo Medical Center, a 167-bed integrated care facility, has been providing healthcare to our community and surrounding service area since 1930.



THE POSITION

We are currently seeking a **Deputy Director of Ambulatory Services**. As a member of the Ambulatory Steering Team, the Deputy Director of Ambulatory Services develops a vision, provides overall leadership, and plans, organizes, directs and coordinates the operations of the Ambulatory Services division of San Mateo Medical Center. The Deputy Director of Ambulatory Services functions in a shared leadership model that includes medical leadership, finance, quality, and nursing leadership.

This position is responsible for exercising direct and indirect supervision over Clinic Managers, and other assigned managerial, professional, technical and clerical staff. Reporting to the Chief Operations Officer and in coordination with the Medical Director of Primary Care Services and the Medical Director of Specialty Services, the Deputy Director recommends, develops, implements and evaluates goals, objectives, policies and procedures related to these operations; coordinates services with other divisions, departments and outside agencies; and provides highly complex assistance to the Chief Operations Officer.

IDEAL CANDIDATE

- Possess a minimum of three years of increasingly complex, administrative experience in the development of health policy or provision of patient care within an accredited, multi-site ambulatory care setting, and may have experience in accredited acute care hospital settings or similar health care organization structures;
- Demonstrate a strategic vision of leadership and collaboration with physicians, be a strong nurse advocate, have knowledge and experience working with labor organizations, and possess a proven track record in this area;
- Have surveying and licensing experience specific to ambulatory care, preferred, as well as experience managing one or more outpatient clinics;
- Have experience improving services based on patient-focused programming; and
- Have knowledge of public administration and personnel management, Lean and Six Sigma, and principles of financial administration, including public budgeting, reporting, health care services accounting and medical care reimbursement.



SAN MATEO MEDICAL CENTER

LEADERSHIP MODEL

INSPIRES TRUST AND RESILIENCE

- Models the highest level of professionalism who always acts with unquestionable integrity
- Resilient when facing hardship and challenging situations
- Eagerly pursues self-development opportunities and requests feedback from 1-up, colleagues, and team
- Commits to tasks without excuses and is seen as reliable in keeping own word and maintaining high standards

LEADS SELF, OTHERS, AND ORGANIZATION

- Provides team with insightful and meaningful feedback to 1-up, colleagues, and team in a respectful manner
- Able to mentor and guide staff in critical decision making
- Ability to form a high-performance inclusive team with a shared-leadership style
- Invests in development of staff and supports them in their growth
- Recognized among peers as a collaborative and inclusive leader
- Motivates and engages staff to inspire high quality performance
- Role-models service excellence based on SMMC's WECARE model of Service Excellence and Patient Experience

CREATES STRATEGIC DIRECTION

- Collaborates with staff and other leaders to align department initiatives and operations with SMMC's overall vision
- Leads innovative change within the department and spreads success throughout the organization
- Sets high expectations for team that are ambitious while being attainable and measurable and aids team to achieve them
- Creatively problem-solves challenging operational situations with collaboration from the team and takes responsibility for outcomes
- Utilizes evidence-based best practice

MANAGES EFFECTIVELY AND EFFICIENTLY

- Uses effective prioritization based on patient and organizational needs and fosters an environment of accountability to support meeting deadlines and expectations
- Leverages potential of team members and staff and allows them to take control of their work/projects while guiding them and empowering them to make decisions and positive improvements
- Effectively manages resources for optimal department performance

SALARY & BENEFITS

The monthly salary range is \$13,534 - \$16,993.

The County offers an excellent benefits package that is available to spouses, domestic partners, and other dependents.

- **Retirement:** All permanent County employees are members of the San Mateo County Employees' Retirement Association (SamCERA). SamCERA offers retirement, service disability, non-service disability, duty death, non-duty death and retirement death benefits to eligible members, spouses and their beneficiaries.
- **Insurance:** Choice of three medical and two dental plans with the majority of the premium paid for employee and eligible family members plus Flexible Spending Account option. The vision care plan is fully paid for employee and eligible dependents. The County provides \$50,000 of Basic Life Insurance.
- **Additional Insurance:** Family Death, Disability and Supplemental Life Insurance policies are available to employees. Long Term Disability benefits fully paid by the County.
- **Vacation:** Employees receive 13 paid days a year for the first 5 years of service. Additional days are added with increased years of service. Advanced accrual rates for vacation negotiable.
- **Administrative Leave:** Management employees accrue 130 hours per year to use as time off. In April of each year, employees have the opportunity to convert 50% of their then current Administrative Leave hours balance for a cash payment.
- **Other Benefits Include:** Biweekly Transportation Allowance, Employee Health & Fitness Programs, Commute Alternative Program, Employee Assistance Program, Dependent Care Assistance Plan, First Time Home Buyer Program, Deferred Compensation, and Tuition Reimbursement Program.

QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to qualify is a Masters degree in Management, Public Administration, Health-related field, and/or three years of increasingly responsible administrative experience in the development of health policy or provision of patient care with an accredited acute care hospital or similar health care organization.

RECRUITMENT SCHEDULE

- **Final Filing Date: Continuous**
- **Round 1 Application Filing Deadline:**
Monday, August 30, 2021, by 11:59 PM PST
- **Round 1 Application Screening:**
Week of September 13, 2021
- **Round 1 Panel Interviews:**
Week of September 27, 2021

HOW TO APPLY

To apply for this exciting career opportunity, the following materials must be electronically submitted at <http://jobs.smcgov.org>:

1. The County of San Mateo Employment Application Form
2. Responses to the Supplemental Questionnaire that is part of the Employment Application Form
3. A Resume and Cover Letter (Please attach to your online application)

For questions regarding the recruitment, please contact Ximena Burns at xburns@smcgov.org.

The examination process will consist of an application screening (weight: pass/fail) based on the candidates' application and responses to the supplemental questions. Candidates who pass the application screening will be invited to a panel interview (weight: 100%). Depending on the number of applicants, an application appraisal of education and experience may be used in place of other examinations or further evaluation of work experience may be conducted to group applicants by level of qualification. All applicants who meet the minimum qualifications are not guaranteed advancement through any subsequent phase of the examination. All examinations will be given in the County of San Mateo, California and applicants must participate at their own expense.