

MANAGER CORE COMPETENCIES

FINANCIAL MANAGEMENT: MANAGER – Creates and flexes budget to achieve established operating margin.

1. Investigate new products and equipment to reduce expenses or increase revenue
2. Implement new programs to enhance services
3. Prepare operating and capital budgets based on strategic plan objectives
4. Analyze and justify budget variances
5. Analyze outcomes using benchmarking measures

HUMAN RESOURCE MANAGEMENT: MANAGER – Provides a competent staff to fulfill the mission.

1. Define qualifications, competencies, and necessary staffing
2. Interview, select and hire new staff, as appropriate
3. Train and retain quality staff
4. Ensure validation of competent performance
5. Maintain competence of staff by identifying and requesting resources and learning opportunities
6. Review and evaluate staff performance according to policy
7. Provide specific and timely feedback to staff about their performance (coaching & counseling)
8. Create opportunities for staff to develop new skills for career advancement

INFORMATION MANAGEMENT - Uses information and data for decision-making, process improvement and communication.

1. Utilize aggregate, comparative, and knowledge-based information sources to maximize patient care/customer service.
2. Evaluate data and convert into useful information
3. Share information as appropriate to expedite communication
4. Selectively evaluate current technological trends and health care environment changes
5. Participate in decisions regarding the purchase and implementation of information, as appropriate
6. Safeguard confidentiality, security, and integrity of data and information

QUALITY MANAGEMENT: MANAGER – Utilizes performance improvement principles.

1. Practice effective time management
2. Define scope of service per departmental operational plan
3. Define and monitor internal and external customer's needs and expectations
4. Establish performance goals, objectives, and indicators
5. Provide support and resources for staff to practice quality improvement principles
6. Integrate quality into new and existing processes
7. Measure and improve key processes and outcomes utilizing established performance improvement methods
8. Establish and maintain feedback systems that encourage staff to evaluate and adjust performance
9. Maintain reporting mechanism to appropriate stakeholders to ensure that performance improvement goals are met
10. Ensure compliance with all appropriate regulatory agencies

RELATIONSHIP BUILDING: MANAGER - Communicates effectively to build positive work relationships.

1. Establish and build trust and rapport by communicating in a non-threatening manner
2. Identify potential conflict and develop resolution
3. Give and receive feedback avoiding communication barriers
4. Delegate what should be done along with appropriate level of authority and responsibility
5. Conduct meetings effectively
6. Serve as a role model and mentor
7. Build and promote a commitment to the mission, vision, values, and strategic plan

STRATEGIC PLAN MANAGEMENT: MANAGER - Provides action plans to support strategic objectives.

1. Ensure that department goals are linked to the organization's mission
2. Identify accountabilities for implementation of the strategic plan
3. Communicate plan to all stakeholders
4. Align leadership structures, work processes, people, and style to support the mission, vision, and values of the organization
5. Develop and implement business plans for new services congruent with the organizational mission and vision
6. Break projects into clear, manageable segments with realistic targets for completion

TEAM WORK PROMOTION: MANAGER - Provides a positive work environment to accomplish departmental goals.

1. Assist individuals and groups in transformation and transition
2. Facilitate group dynamics
3. Encourage individuals to work together to meet customer needs
4. Seek and build participation in planning discussions, actions, and projects
5. Consult with stakeholders, including physicians, regarding departmental services
6. Recognize and value the diversity of individuals as well as their differences in opinion and perception

ENVIRONMENTAL SAFETY MANAGEMENT – Provides a safe, functional, and effective environment for all customers (patients, staff, & visitors).

1. Allocate appropriate space, equipment, and resources needed to safely and effectively support the services provided by the department (e.g., personal protective equipment, storage, adjustable chairs etc.)
2. Identify the safety needs of customers served based on age and level of physical / cognitive function
3. Implement processes to reduce and control environmental hazards (e.g., physical, biological, chemical, ergonomic)
4. Monitor the environment for adherence to the facility's safety plan and compliance with mandatory safety requirements
5. Maintain current safety manual including department specific plans
6. Ensure that personnel are informed regarding job hazards and receive OSHA mandated training prior to beginning their duties
7. Ensure that staff are educated about their role in maintaining an environment that safely and effectively supports customer services / patient care
8. Collaborate with other departments and safety committee to maintain environmental safety conditions and prevent accidents / injuries
9. Ensure safety hazards are eliminated (e.g., work orders completed, proper equipment provided to do job) in a timely manner
10. Report employee illnesses / injuries to employee health, as appropriate
11. Ensure departmental participation in safety drills