

JOB TITLE: Clinical Process & Operations Consultant**FLSA:** Independent Contractor

At Blackbox Healthcare Solutions, we are puzzle solvers and process improvers. If you enjoy working in a team setting to analyze pieces, collaborating to bring the full picture into view, this role may be the perfect fit. This position is responsible for the coordination and implementation of agreed upon project deliverables between the client and Blackbox Healthcare Solutions. This person serves as the subject matter expert on analyzing healthcare operations and implementing projects and services from a clinical perspective. Partners with data analytics professionals in the creation and review of data reports. Provides industry and clinical expertise throughout the life cycle of the partnership.

ESSENTIAL FUNCTIONS:

1. Drives the collection, analysis, and review of clinical, operational, and patient data for the client to understand the current business trends and related financial state; performs ongoing reviews to support continued partnership.
2. Assists with on-site assessments and interviews to clarify data, analyze operations, and identify opportunities for process and operational improvement.
3. Develops standard and customized findings reports to support the client deliverables.
4. Contributes to proposals and solicits customer feedback when appropriate and needed.
5. Leads implementation projects with CNO and COO guidance.
6. Outlines and oversees the change management approach with CNO approval, including plans for communications and stakeholder management.
7. Provides complex analysis, interpretation, and counsel to CNO for representation to clients.
8. Works with other consultant(s) and analyst(s) to obtain necessary research and insights for a plan to resolve any management and client questions; ensures coordinating resources are collecting customer (internal and external) feedback as required.
9. Responsible for the accuracy of client and operational databases, reports, and related details through audits, queries, and operational reviews; ensures colleague consultant(s) and analyst(s) are appropriately working with colleagues to resolve discrepancies.
10. Assists CNO and COO with setting and achieving overall objectives, including proposed budgets, timelines, materials, talent, and other project requirements.
11. Interprets and applies company policies and procedures and assists with applicable laws, rules, and regulations; receives guidance within these areas as needed.
12. Contributes to the efficiency and effectiveness of the company's service to its customers by offering suggestions and directing or participating as an active member of a work team.
13. Performs all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards. Provides all customers of Blackbox Healthcare Solutions with an excellent service experience by consistently demonstrating our core behaviors.

NOTE: The essential functions are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

If you like what you're reading, Blackbox Healthcare Solutions may be the missing puzzle piece in your career. Apply today.

MINIMUM QUALIFICATIONS:**Education and Experience:**

Bachelor's degree in a clinical or administrative area of healthcare and at least 5 years of progressive experience, including clinical and operational settings, or equivalent education and experience.

Required Knowledge and Skills:**Required Knowledge:**

- Complex principles, practices, and techniques of clinical and administrative healthcare operations.
- Advanced understanding of the administration and oversight of healthcare programs, policies and procedures.
- Various methods to identify and resolve healthcare operational problems, questions and concerns.
- Project management programs, principles, and practices.
- Change management programs, principles, and practices.
- Methods and approaches to analyze and improve healthcare operations.
- Advanced understanding of applicable healthcare laws, codes, and regulations.
- Computer applications and systems related to the work.
- Principles and practices to serving as an effective project team member.
- Methods to communicate with staff, coworkers, and customers to ensure safe, effective, and appropriate operations.
- Correct business English, including spelling, grammar, and punctuation.

Required Skills:

- Performing complex clinical and operational healthcare duties in a variety of assigned areas.
- Overseeing and administering varied healthcare functions.
- Training others in policies and procedures related to the work.
- Analyzing healthcare operations from multiple perspectives and settings.
- Supporting the management of clinical projects, timelines, and deliverables.
- Identifying, documenting, and reporting on operational improvement.
- Operating in both a team and an individual contributor environment.
- Interpreting, applying, and explaining applicable laws, codes, and regulations.
- Using initiative and independent judgment within established department guidelines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
- Establishing and maintaining effective working relationships with a variety of individuals.

PHYSICAL/MENTAL REQUIREMENTS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in an office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 10 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

WORKING ENVIRONMENT: Work is performed in an office setting and subject to travel as outlined above and associated risks in healthcare environments.