

Division/Department:
South Florida Proton Therapy Institute



Location: Delray Beach, Florida

Job Title: Center Administrator

Reports to: SFPTI Medical Director and Proton International's Director of Operations & Finance

Type of position: Full-time

GENERAL DESCRIPTION

The South Florida Proton Therapy Institute (SFPTI) is first of its kind dual modality radiation oncology center developed by Proton International, LLC (PI) with a clinical team with over 30 years of leading radiation oncology service to the South Florida area. When the center is fully open, SFPTI will provide proton therapy and traditional photon therapy along with the capability to expand. The center will have over 30 highly-skilled radiation therapy professionals.

The Center Administrator provides leadership and direction for the overall operation of the SFPTI. The Center Administrator plans, directs, and coordinates the development of short and long range objectives and is responsible for achieving the organization's clinical, operational and financial.

The Center Administrator will develop, lead and execute strategies aligned with SFPTI's mission and vision, and is responsible for overall operation and performance of the facility, including program development & delivery, performance management, budget development, and revenue management. The Center Administrator is the primary external advocate for patients, agencies, groups and the community-at-large as the chief advocate for proton therapy services in legislative, philanthropic, third-party payer and community settings. The Center Administrator will be responsible for oversight and for ensuring compliance with all regulatory authorities and ensuring appropriate competency and licensure of center personnel.

RESPONSIBILITIES

Major functions in the first year of employment include:

- Opening SFPTI – including but not limited to:
 - Establishing operations, policies and procedures
 - Hiring staff and faculty recruitment as well as onboarding
 - Licensure and managed care contracting and credentialing
 - Managing project plan and working with PI team to ensure a smooth transition into the center

Ongoing functions include:

- Delivers operational performance and financial results of SFPTI
- Leads and integrates cross-functional teams in the delivery of SFPTI objectives.
- Maintains professional, collegial, and positive relationships with all stakeholders, (e.g. Physicians, Board, Hospital partner, etc.)
- Anticipates potential obstacles and issues and develops and executes contingency plans
- Directs all functions of the SFPTI according to overall policies established by the Company and in compliance

with regulatory guidelines, with the goal of meeting strategic objectives.

- Provides leadership and directives in promoting the safe, efficient, economical, and effective utilization of resources to meet the needs of the community through quality radiation oncology treatment programs.
- Administers the activities of the center's management team and works with them to develop and deliver short-term and long-range objectives, policies and procedures.
- Ensures that center policies are uniformly understood and consistently interpreted and administered.
- Establishes the organization hierarchy and delegates limits of authority to subordinate management team; prescribes the specific limitations of the authority of subordinates regarding policies, contractual commitments, expenditures and personal actions.
- Reviews and approves all financial reports, budgets, service contracts and major expenditures; directs, establishes, reviews, and adjusts charges for services; and maintains appropriate accreditation and licensure standards in accordance with the center's quality and safety mission, partner hospital organizations, Medicare, Medicaid, state licensure, regulatory agencies, and similar organizations.
- Analyzes operating results of the organization and its principal components relative to established objectives and ensures that appropriate steps are taken to correct unsatisfactory conditions.
- Defines and manages resources necessary to achieve results. Identifies potential gaps and develops action plans to ensure achieving objectives.

Critical Outcomes

I. Strategic

1. Strategic Planning to Deliver Business Objectives.

Gain and maintain a relevant understanding of the trends/issues/competitive landscape that will create an impact on SFPTI's ability to deliver its mandate to the community; be sure the physician partners, the appropriate Corporate function heads and Advisory Board are educated on the key issues and present the suggested strategic initiative changes for approval.

2. Program Portfolio Development.

Assure the ongoing development of current and new programs that effectively meet the needs of the community and physician and hospital partners in a fiscally viable way

- a. Develop the models that properly demonstrate the legitimate market potential for current and new programs, including a strategy for expanding to a second shift.
- b. Respond appropriately to opportunities that materialize unexpectedly.

3. Organization and Leadership Development.

- a. Implement the staffing plan for the organization and make pro-active adjustments as required.
- b. Hire and actively develop the leadership capability necessary for the effective management of the organization.

II. Operational

1. Fiscal Oversight.

- a. Manages and adjusts initiatives and activities to deliver financial results in alignment with objectives.
- b. Ensure financial controls are in place, follow proper accounting principles and optimize organization's utilization of resources.

2. Program Management.

Assures the effective day-to-day execution of all programs within the appropriate performance ratios. This means:

- a. Finding a way to deliver the highest quality of care within best-in-class industry benchmarks.
- b. Developing and implementing the right measurements; including continual evaluation, identification for improvements and associated development and execution of enhancements.
- c. Monitoring and influencing the appropriate referral sources.

3. Infrastructure Development and Management.

Creates and executes the strategy for the development of the infrastructure (processes, information management, policies, et cetera) that make it as easy as possible to meet the compliance requirements on the one hand and to support the execution of the programs on the other.

4. Patient Experience.

Champions the overall mission/goal of a superior customer experience through action, policies, and other methods of patient satisfaction measurements. Ensures on a daily basis that SFPTI patients and their referring physicians are satisfied, and where appropriate institutes immediate changes to procedures/policies/environment to insure customer needs are met, and where possible, exceeded.

III. Marketing / Center Development.

1. Communications.

Assures a coherent message is created and delivered effectively to external and internal constituencies.

2. Community Relations.

Assures there is a strategy for monitoring and maintaining a positive relationship to the community. Be the principal spokesperson for the organization in the community. Assures the organization and its mission, programs, products and services are consistently presented in strong, positive image to relevant stakeholders

3. Marketing.

- a. Assures there is a strategy so SFPTI achieves operational and financial objectives.
- b. Creates dashboard and monitors marketing metrics to evaluate and evolve activities in real time.
- c. Develops and maintain relationships with and addresses needs of physician and hospital partners, patients, staff, advocacy groups, community groups, etc.

WORK EXPERIENCE REQUIREMENTS

- Prior experience (5+ years) in leadership setting that included significant engagement with external customers and the community, preferably in healthcare/physician setting.
- Prior experience management experience in physician group practice including multi-site group management with financial responsibility and cross-functional operations management.
- Experience in a start-up a plus.

REQUIRED SKILLS AND ABILITIES

INDIVIDUAL

- Self-motivated, energetic individual who has significant creative and intellectual capacity and is a “fast processor” who can operate in a complicated, fast-paced environment
- Able to build trusting relationships within a wide array of disciplines, customer types and personality types
- Excellent verbal and written communication skills
- Able to multitask
- Exceptional organization and project management skills
- Self starter with ability to evaluate market place and define path forward without significant infrastructure
- Able to work in a complex environment and to create a sense of integrity, strong work ethic, while maintaining a balanced work place for the staff and patients.
- Demonstrates a willingness to ask for help when help is required to accomplish change, goals, and objectives
- Promotes and leads patient empathy and encourages this behavior through demonstration through all areas of the organization

RESULTS ORIENTATION

- Demonstrates both market and customer knowledge
- Through thought and action, articulates and champions vision of patient care and service
- Focuses daily on meeting the operating goals and objectives of SFPTI
- Through action and inquiry, removes obstacles for the team
- Demonstrates ability to focus on both the short and long term – adapts well and leads change when necessary
- Encourages continuous learning at all levels

COMPETENCIES

- Leadership/Provide Motivational Support
- Fostering Teamwork
- Decision Making
- Initiative/Influencing Others
- Flexibility/Managing Change

EDUCATION/DEGREE

- Bachelor's degree in business administration, management, health administration, or related field
- MBA or MHA preferred

OTHER

- Periodic travel