



## Klamath Tribal Health & Family Services

3949 South 6<sup>th</sup> Street  
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290  
HR Fax: (541) 273-4564

**OPEN: 11/3/2020**

**CLOSES: Until Filled**

EXEMPT  X  
NON-EXEMPT  \_\_\_\_\_

### POSITION DESCRIPTION

**POSITION:** ADMINISTRATIVE OFFICER

**RESPONSIBLE TO:** Health General Manager

**SALARY:** GS-14 \$ 85,101-\$110,633 Full Benefits  
GS-15 \$ 100,102-\$130,140 Full Benefits  
GS-16 only for employees with 10+ years of Service  
Rendered with the Klamath Tribes

**CLASSIFICATION:** Professional/Management, Regular, Full-Time

**LOCATION:** Klamath Tribal Health & Family Services  
3949 South 6<sup>th</sup> Street  
Klamath Falls, Oregon

### POSITION OBJECTIVES

The Administrative Officer (AO) assists the Health General Manager in providing overall administration of Klamath Tribal Health & Family Services' programs, with specific assigned areas of responsibility. This position will serve as second in command of KTHFS operations; assuming administrative responsibility in the absence of the Health General Manager.

The Administrative Officer performs a wide variety of complex management and administrative functions and duties under the direction of the Health General Manager (HGM). Primary responsibilities include providing oversight of assigned departments including the Facilities/Security Department, Purchased/Referred Care Department,

Community Transportation Department and the Tribal Intern/Volunteer program, and coordination of special projects as assigned by the Health General Manager.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Provide direct supervision to the Facilities/Security Director, Purchased/Referred Care Director, Community Transportation Supervisor, Receptionist, Support Services Clerk, and Tribal Intern/Volunteer program.
2. In partnership with the HGM, the AO will develop recommendations for short and long-term program objectives. Implement strategies and meet the objectives of the Tribal Council-adopted Strategic Plan. The AO is responsible for maintaining an inventory of ongoing projects.
3. Responsible for planning, implementing, and evaluating and ensuring assigned departments are meeting the needs of Klamath Tribal Health & Family Services (KTHFS).
4. Work with other tribal or community organizations to ensure that current services are needed and utilized by KTHFS' target population.
5. Provide oversight and supervision of assigned Tribal Health & Family Service departments and/or programs to ensure they are developing appropriate work plans and carrying out assigned tasks, complying with relevant contract provisions, regulations and laws; and following the policy and long-term planning directives of the Tribal Council. Achieve compliance with applicable regulatory requirements.
6. Responsible for writing, reviewing, and negotiating contracts, grants, and MOA/MOU agreements for KTHFS.
7. Assist with development, for the purpose of day-to-day administration, of specific department operating policies, procedures in accordance with the Personnel Policies & Procedures of The Klamath Tribes. Implement staff development activities and training for programs under AO oversight.
8. Participate in KTHFS annual program operation budgets development and finalization; responsible for working with direct reports to create their operating budgets, including forecasted revenues and expenditures, allocate and monitor funds for investment(s) and reserves for programs under AO oversight. Be familiar with program budgets development, implementation and reporting, and assist with ensuring funding is utilized in an efficient and cost effective manner, providing the best services possible.
9. Engage and participate as a leader in the standards of the AAAHC, Inc. as the foundation for health center quality to include: patient rights, risk management,

quality assurance, quality of care, facilities management, infection prevention and control, patient and employee safety, and other quality management and improvement functions. Work on various accreditation committees and perform special projects.

10. Ensure staff and the Tribal public are kept informed of management policies and program goals. Assist with, and help direct public information and relations. To include assisting with the KTHFS Quarterly newsletter, etc.
  - a) Prepare KTHFS' Annual Report for presentation to the Klamath Tribes General Council.
  - b) Respond to and resolve questions, inquiries, and complaints from patients with HGM and QA team.
  - c) Responsible for reviewing and approving all KTHFS event and/or informational media, prior to release to the public.
  - d) Speak on behalf of KTHFS when assigned.
  
11. Maintain a professional demeanor. Practice and promote an approach that ensures open communication and accountability throughout the workplace. Create a spirit of teamwork that is the basis for employees' individual and group efforts. Champion and set an example for ethical, professional behavior in the workplace. Adhere to and promote KTHFS customer service standards.
  
12. Facilitate or attend required meetings of the governing body, Health Advisory Committee, Management Team, Quality Improvement, Risk Management or other ad hoc groups, as assigned by the HGM.
  
13. Ensure compliance with legal requirements including, but not limited to, patient confidentiality and risk management; compliance with the Privacy Act procedures, HIPAA, Federal, Tribal, and applicable laws and regulations. Coordinate with contracted legal counsel as directed by the HGM.
  - a) Represent KTHFS and The Klamath Tribes at various meetings/gathering, i.e. The Nine Tribes of Oregon, Indian Health Services, Northwest Portland Indian Health Board, Oregon Health Authority and other agencies, (rotate attendance with the HGM or as assigned). Actively participate in activities that concern Native people, e.g. NPAIHB, National Indian Health Board, and other national related health seminars, as assigned.
  
14. The incumbent will be called upon to accomplish special tasks within their scope of work, including but not limited to the following:
  - a) Provide a written monthly activity report.
  - b) Prepare the Health General Manager's monthly activity report.

- c) Attend meetings, committees and assist with the management of clinic operations and address staff concerns as needed.
15. When HGM is not available, provide coordination and overall management of healthcare programs; which includes providing technical and administrative support to program directors to institute improvements that ensure effectiveness and efficiency in the delivery of services to Tribal members. Reviews operating results, compares them to established objectives and takes steps to ensure that the appropriate measures are taken to correct unsatisfactory results.
  16. When HGM is not available, keep the Tribal Council, Program Directors and Management Team updated on the status of Tribal projects, programs, and any issues, concerns, and accomplishments of Tribal staff.
  17. When HGM is not available, supervise the business affairs of the facility to ensure that funds are collected and expended to the best possible advantage.
  18. When assigned by the HGM encourage KTHFS and Klamath Tribal Administration programs to coordinate through effective communication and cooperation on joint projects and/or program service delivery.
  19. The incumbent will be called upon to accomplish other tasks within his/her scope of work.

### **SUPERVISORY CONTROLS**

All regular duties are performed with supervision from the Health General Manager (HGM) who defines and establishes program objectives and specifies the resources available. Work is assigned in terms of functional, organizational or departmental objectives. The HGM will advise on unusual situations that do not have clear set precedent or when clarification or interpretation of policy is in question.

Employee works independently toward established objectives; resolves issues based on past precedents; exercises judgment in interpreting guidelines and applicability; and ensures deadlines are met. Duties are performed using sound judgment and comprehensive understanding of the operational environment of the position.

### **KNOWLEDGE, SKILLS, ABILITIES**

Knowledge of or ability to learn Klamath Tribal Health & Family Services' (KTHFS) mission, organizational structure, function of each department and the requirements of health care delivery systems in order to develop and implement goals, plans and policies; requires working knowledge of all current programs and activities as well as an understanding of related policies and regulations.

Knowledge and skills sufficient to perform required tasks and follow specific procedures in accordance with established policy, practice and priorities of KTHFS. This includes the ability to plan and organize work using one's own initiative, make decisions based on experience, and to seek additional information and assistance from other sources as necessary.

Ability to work with internal and external managerial and technical staff using strong analytical skills to make informed decisions. Must be able to meet with a variety of individuals in a professional manner using tact, diplomacy, and mature judgment.

Ability to provide direction and supervise staff; knowledge of workload, staffing requirements.

Ability to provide technical direction and coordination in a variety of areas including personnel, procurement procedures, information services, and record management.

Ability to establish and maintain effective interpersonal relationships with supervisors, co-workers and the general public.

Must be able to express him/her-self in a clear concise manner for the purpose of correspondence, reports, making presentations, providing instructions and for obtaining information or conveying messages.

Knowledge of fiscal management, personnel, property, supply, and facilities management.

Must have an understanding of the needs and difficulties of administering public programs.

Ability to work under stressful conditions with high volume workloads.

Ability to balance program needs and administrative requirements in the successful completion of organizational goals.

Ability to interpret complex regulations, laws, policies and procedures.

Experience with compiling data and developing reports.

Must have excellent computer skills including but not limited to, Microsoft Windows, e-mail, etc.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

## **QUALIFICATIONS, EXPERIENCE, EDUCATION**

**Minimum Qualifications:** *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to have a Bachelor's Degree in Health/Business Administration or related field; *(Must submit copy of degree or transcripts with application.)*
- **REQUIRED** to have seven (7) years work experience managing programs in a health/administration, supervisory, managerial, professional position.
- **REQUIRED** to have computer experience, using word processing, database and spreadsheet software.
- **REQUIRED** to communicate effectively both orally and in writing.
- **REQUIRED** to have demonstrated initiative, technical writing ability, professional judgment, and effective performance of duties with minimal supervision.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.

### **Preferred Qualifications:**

- Previous work experience with Tribal Communities
- Experience in Public Relations
- Experience in Strategic Planning
- Experience in budget analysis and management
- Experience with grant proposal writing and management

### **Indian Preference:**

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

## **ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

### **APPLICATION PROCEDURE**

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services  
ATTN: Human Resource  
3949 South 6<sup>th</sup> Street  
Klamath Falls, OR 97603**

[jobs@klm.portland.ihs.gov](mailto:jobs@klm.portland.ihs.gov)

**IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.**

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.