

## **JOB DESCRIPTION**

### **GENERAL SUMMARY/ OVERVIEW STATEMENT:**

#### **General Summary**

At the Brigham, we place great value on being a diverse and inclusive community. Brigham Health is dedicated to diversity, equity and inclusion as we aim to reflect the diversity of the patients in our local community. We have a dedicated focus on equity. Thus, we believe in equal access to quality care, employment and advancement opportunities encompassing the full spectrum of human diversity: race, gender, sexual orientation, religion, ethnicity, national origin and all the other forms of human presence and expression that make us better able to provide innovative and cutting-edge healthcare and research.

Brigham Health is a global leader, devoted to maintaining and restoring health for people everywhere. Brigham Health (BH) is composed of Brigham and Women's Hospital (BWH), Brigham and Women's Faulkner Hospital (BWFH), and Brigham and Women's Physicians Organization (BWPO).

Brigham Health is an academic medical center with a firm commitment to its tripartite mission. From the clinical standpoint, BH serves patients from New England, throughout the United States, and from 120 countries around the world. These clinical services are supported at 2 hospitals and 150 outpatient practices, by more than 1,200 physicians. From the research standpoint, Brigham Health conducts the second largest hospital-based research program in the world, with an annual research budget of more than \$630 million. And from the education standpoint, Brigham Health is a training ground for physicians, nurses, and allied health professionals. We have 1,100 trainees in over 140 of the most sought after training programs in the world, and also host Harvard Medical School students in rotations throughout our programs.

Under the leadership of the BH Senior Vice President for Clinical Services/BWPO Chief Operating Officer (SVP/COO), the Senior Director of Business Affairs ("Director") functions as a senior administrative leadership resource for business and performance management needs within the SVP/COO portfolio:

Current Portfolio consist of the following below but is subject to change:

- BH Ambulatory operations plus Hale Ambulatory Building
- BH Regional Ambulatory (including: Foxboro, Westwood and 850 multispecialty locations)
- BWH Clinical Department of Dermatology and Radiology
- BWH Primary Care
- BWPO
- BWPO South Shore Community Business Unit (Harbor Medical Associates)

Responsibilities include:

- Program development (analysis/planning/evaluation) & review
- Program review (assessment/performance improvement/support)
- Support the SVP/COO and his/her leadership team in key administrative, financial and strategic issues
  - Key members of Leadership team
  - BH VP of Ambulatory Services and Patient Experience
  - BH VP of Regional Ambulatory and Business Development
  - Associate CMO for Ambulatory
  - Associate CNO for Ambulatory
  - Executive Director for Hale
- Other essential needs that support the strength and stability of BH

The Director reports to the SVP/COO. Due to the senior level of this position, the Director also regularly communicates with, prepares materials for, receives direction from, and provides counsel to, the BH Chief Operating Officer, BH Ambulatory Vice President, the BWH department Chairs, and other senior leaders of other departments and the hospital. The scope of this senior management role spans Brigham Health.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

### **Strategic Leadership Support**

- Provide strategic leadership and counsel for the SVP/COO and his/her leadership team; lead the capture, analysis, interpretation, and utilization of financial and operational data used in decision-making that meets the needs of the BH SVP/COO.
- Work closely with the SVP/COO on the development of operating, financial, and administrative program policies.
- Devise strategies for effective use of clinical, financial, and operational benchmarking data for analytic, goal setting, and improvement activities.
- Proactively assess and make recommendations for opportunistic development or risk hedging in any of the SVP/COO's functional areas.
- Keep current regarding trends and developments in the health care field, particularly when they pertain to strategic planning, analytic and decision support tools, financial trends, evolving technologies and programs.
- Develop subject matter briefs, relationship proposals and other materials requiring the use of business intelligence and proprietary information of BH and MGB.

### **Business Planning**

- Standardize approaches to analysis, business planning, and ROI valuations across the SVP/COO portfolio, and develop rigorous processes for testing assumptions, estimating impacts, and enumerating investment requirements.
- Work in concert with Analysis, Planning, and Strategic Implementation (APSI) and the academic departments to generate robust and comprehensive business plans that cross traditional internal boundaries.
- As appropriate, responsible for successful execution of initial relationships and agreements, operational transitions and hand-offs to appropriate clinical and administrative leaders and monitoring of ongoing relationship management.

### **Financial Management**

- Oversee the financial operations of the SVP/COO portfolio, inclusive of all accounting and budget services:
  - Oversee the SVP/COO's accounting and budget areas, which includes accounting operations, payroll, accounts payable, and accounts receivable, across all associated entities.
  - Manage financial commitments made to leaders and faculty within the SVP/COO's portfolio, ensuring tracking accuracy, regular reporting, and fulfillment of all commitments.
  - Provide leadership on behalf of the SVP/COO in supporting and guiding portfolio capital envelope and financial statement review.
  - Provide leadership on behalf of the SVP/COO regarding the annual budget process:
    - Ensure that the portfolio budgets are developed, reviewed, approved, and submitted in a timely and accurate manner and consistent with BH, MGB, and HMS standards.
    - Support and oversee the process of hospital support allocations to the academic departments ("CES").
- Manage and support departmental variable compensation programs assigned to the SVP/COO, including goal setting, ongoing monitoring of results, budget implications, and recommendations about the programs.
- Lead audits of the SVP/COO's portfolio as appropriate or as requested.
- Establish and enforce finance and accounting policies across the SVP/COO's portfolio congruent with BWH, BWPO, HMS, and MGB guidelines.
- Continually and openly communicate with the SVP/COO on any and all matters related to the SVP/COO's fiduciary responsibilities. Provide financial leadership and counsel for the portfolio.
- Ensure that the highest standards of integrity, ethics, control, and confidentiality are maintained at all times across all financial and accounting matters under the purview of the SVP/COO.

### **Consultation & Project Management**

- In conjunction with the SVP/COO, lead the management and resolution of key issues and opportunities that arise within the portfolio. Toward this goal, engage a broad array of resources, reviews, and individuals as needed.
- Support leadership meetings as needed and present work pertaining to strategic planning, financial analysis, and business planning; develop and present executive level analyses on key programs and planning activities.
- Facilitate the Ambulatory leadership team in the further definition of a governance structure, strategic planning and subsequent communication across Brigham Health. Creating materials to serve various audiences and succinctly convey the plan, the work, and the outcomes.

- Facilitate and manage the requests made of the SVP/COO by various stakeholders for information, accommodation, or support.
- Serve as a key liaison between service line administrators and the ambulatory leadership team to ensure alignment on communication channels and project goals and deadlines.
  - Attend service line leadership meetings as a designee of the SVP/COO or VP, acting as a catalyst for progressive clinical change.

**Human Resources Management**

- Create a supportive, educational, and development-focused environment for all staff.
- Ensure the support and maintenance of a diverse, inclusive, and professional environment for all staff.
- Actively consider opportunities to grow the abilities, skills, and support of BH employees within the portfolio through professional development, enhanced communication vehicles, employee-focused initiatives, and otherwise.
- Using PeopleSoft Manager Self Service, initiate, approve, and coordinate with Human Resources for approval of human resources changes (i.e. salary adjustments, salary distributions, training records, etc.) for staff who reside under the SVP's PeopleSoft tree.
- For any/all eventual staff that report to this position:
  - Coordinate with Human Resources for the interviewing, hiring, personnel transactions (hiring, salaries, promotions, job descriptions, etc.) and implementing of institutional corrective action policy for staff.
  - Reviews, supports, and ensures salary and wage equity for staff.
  - Prepares performance reviews on direct reports. Takes corrective and disciplinary action as necessary to maintain the highest level of staff productivity and effectiveness. Terminate employees as necessary.
- In times of transition, supports areas that require interim leadership support.

**Other**

- Oversee general administrative matters within the portfolio.
- Develop letters, presentations, announcements, and other communications for the SVP and/or other relevant leaders; all documents must be of the highest caliber of refinement and professionalism.
- Serve as a stand-in for the SVP/COO or VP in relevant meetings when the SVP/COO or VP is not available; serve on committees as needed or assigned by the SVP/COO or /VP.
- Lead or participate in special projects and perform other related tasks as requested or required.

<i>For all positions that include direct patient care, indicate with an "X" the age(s) of all patient populations served</i>			
No Direct Patient Care	X		
All age groups		Adolescence (13 to 17 years)	
Neonates (birth to 1 month)		Young Adult (18 to 25 years)	
Infant (1 month to 1 year)		Adult (26 to 54 years)	
Early Childhood (12 months to 5 years)		Senior Adult (55 to 64 years)	
Late Childhood (6 to 12 years)		Geriatric (65 years and up)	

**QUALIFICATIONS:**

At least 6-8 years administrative/management experience in an academic medical center setting required.

Progressive experience in business/strategic planning and/or financial management/analysis required.

Project management experience required.

Master's degree in related field (MBA, MHA, or MSA) strongly preferred.

**SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:**

- Analytical Skills

- To create business trends and process analyses, profit and loss statements, operational reviews, and identification of system weaknesses. Demonstrated experience in operations, project management, strategy development, business and financial planning, budgeting, and financial reporting.
- **Organizational Skills**
  - To manage many competing timetables and responsibilities. The ability to delegate, effectively supervise, and plan for the timely and successful completion of short- and long-term objectives is essential. The responsibilities of this position require detailed, concentrated effort and constant re-establishment of priorities as well as complex and sensitive decision-making.
- **Project Management Skills**
  - To support on-time administration of multiple, competing priorities, in a matrixed environment. Includes strategy development, action planning, and execution and development of monitoring tools.
- **Theoretical Skills**
  - To conceptualize systems approaches to problem solving and interrelationships of clinical, teaching, and research activities.
- **Communication Skills**
  - To effectively relate to a large and diverse constituency of individuals - including senior leaders, administrative staff, faculty at all levels, trainees and staff, representatives of other BH offices, and vendors. Must include superior skills in financial, written, and oral formats.
- **Interpersonal Skills**
  - To facilitate obtainment of cooperation and support from a broad range of people. Demonstrated ability to interact with all members of the organization in ways that enhance understanding, respect, cooperation, and problem solving.
- **Negotiation and Contracting Skills**
  - To come to settlement in situations that are complex, sensitive, and often multi-institutional.
  - To ensure the rights and responsibilities of all constituents are fairly and accurately represented.
- **Other Abilities**
  - Ability to work independently as well as collaboratively at all levels of a complex organization.
  - Ability to generate and encourage creative ideas, innovative thinking, and imaginative solutions to issues or problems.
  - Ability to use Microsoft Office (Access, Excel, PowerPoint, and Outlook) and financial systems.
  - Ability to maintain the highest standards of performance, quality, credibility, and integrity.
  - Ability to maintain extraordinarily professional discretion in the handling of highly confidential and/or political information and data.

**WORKING CONDITIONS:**

- Works in an office setting.
- Attends meetings in and out of the hospital. Network responsibilities may require travel to off-campus locations.
- Is available for early and late meetings and flexible to meet frequent deadlines.
- Some evening and weekend work may be required.

**SUPERVISORY RESPONSIBILITY:**

No initial direct reports; over time if/as additional team members are added, they will report to the Director.

**FISCAL RESPONSIBILITY:** Indicate financial "scope" information, i.e.: size of budget, volume, revenue, etc.

Day-to-day oversight of budget performance for the medical/surgical portfolio.