

Clinical Operations Manager

Indiana Poison Center

THE ROLE

We're looking for a Clinical Operations Manager to provide day-to-day leadership and management of our SPI team and to help shape the development of that team as we grow.

Strong candidates will hold a bachelor's degree in nursing, have at least 3-5 years of experience as an ED or ICU nurse, and have at least one year of experience as a Specialist in Poison Information in an accredited poison center. Experience in a management or supervisory capacity is highly desirable. If you also hold or are pursuing a master's degree in nursing, business, or healthcare leadership, are a Certified Specialist in Poison Information, and/or have a track record as an outstanding leader or manager – in healthcare or not – we'd especially love to talk with you.

Main Responsibilities

- **Lead the clinical team.** You'll provide direction, advice, and mentorship to a fun, diverse team of exceptionally talented nurses and pharmacists. Cultivate a positive, motivated, and effective team environment: make sure everyone has the support they need, build strong, effective management relationships, help them reach their professional goals, even pitch in on the phones periodically. Plus, help us find, train, and retain the next generation of poison center clinicians.
- **Innovate to improve.** Whether it's policy or scheduling, recognition or professional development, you'll have broad responsibility (and leeway) for figuring out what matters most to the SPI staff and finding creative ways to deliver. Earn their trust as someone who gets it, and gets stuff done.
- **Help us expand the quality and reach of our services.** Develop and carry out quality assurance and improvement projects. Integrate statistics and patient and provider feedback to improve what we offer. Share insights on factors driving (or preventing) high adoption and propose ideas for action and continuous evolution. Think strategically about poison center resources and improving the way we work.
- **Solidify our foundation.** You'll know just about everything there is to know about our center: how it works, how it's being used, what it does well, and what needs improvement. Working with our administrative and physician teams, in conjunction with IU Health, you'll lead your team in advocating for changes that will make the biggest impact.

WHAT WE'RE LOOKING FOR

Must haves:

- **Strong clinical skills.** You know the job of the SPI inside and out: what the public and the healthcare community needs (and expects) from a poison center, how to manage poison exposures of all complexities, and what makes a truly superlative poison center experience for patients and staff alike. You can triage, prioritize, and manage multiple competing priorities, all while providing consistently excellent customer service. You're an expert in NPDS coding, poison center charting software, and the current standards of care for poisoned patients.
- **Passion for developing people and managing a team.** You've led at least one team and developed core people management skills. You enjoy helping people grow, appreciate how hard good management is (maybe even read a book or two about it), and reflected on your experiences.
- **Excellent written and verbal communication skills.** You can lead and facilitate effective conversations with people from a variety of backgrounds, including technical folks, clinicians, executives, and the public. You're adept at communicating about technical subjects with non-technical people, and vice versa. You can produce polished staff-facing documents and edit the work of others as needed.
- **A knack for solving problems.** At some point in your career, you established a track record of successfully navigating both complex technical challenges and organizational politics to improve patient care, staff engagement, or both. You're good at navigating obstacles, pulling in support from others as needed, and keeping everyone in the loop along the way. You have a particular passion for solving those little operational problems that tend to siphon off a staff's energy, productivity, and happiness.
- **Dedication to improving health outcomes, with a focus on equity and social justice – poison centers are for everyone.** Our mission is to provide free, high-quality poisoning treatment and prevention information to everyone in Indiana, and to find ever-better ways to do it. We know only a fraction of the poison exposures that happen every year result in a call to a poison center, so who are we missing and why? How could we better reach them? We'd love your help closing the gap.
- **You are nice, and you value collaboration.** Feelings matter, especially when you're leading a team. You are easy to work with and are often sought out to join a team.

CLINICAL OPERATIONS MANAGER

Indiana Poison Center

Nice-to-haves:

- Experience extracting, manipulating, and analyzing data from poison center EMRs and NPDS
- Comfort with being part of an organization where many things are either yet to be figured out or need an update, and even better if you'd like to help do that
- Experience in developing, drafting, and rolling out policies and procedures, completing annual performance evaluations, conducting a hiring process, and other HR-related tasks
- Current status, or interest in pursuing certification, as a Diplomate of the American Board of Applied Toxicology (DABAT)
- Proficiency with technology or desire and aptitude to learn. Excel wizardry and/or a meticulously maintained Outlook calendar are highly desirable; knowledge of ToxSentry, Cerner, Tableau, Adobe Acrobat, Canva, and video-conferencing software like Zoom and Teams is also a plus

WORKING AT IPC

- **Join a small team of people** who have a passion for patient care and find great satisfaction in improving population health
- **Help us build a culture** that's friendly, respectful, and encourages continual learning
- Competitive salary and benefits, flexible PTO policy, **general emphasis on happiness and life outside of work**
- We're based in Indianapolis but **strongly support remote work**

APPLYING

Apply online at careers.iuhealth.org using keyword "poison" or requisition number 334236.

Have more questions or want to express your interest? Get in touch!

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