



POSITION DESCRIPTION

SENIOR DIRECTOR, HOME DIALYSIS AND CKD PROGRAMS

Reports to: VP of Patient Care Services/CNO Position Status: Exempt

Supervises: HHD and PD Programs, Nutrition Services Program, CKD Program

Effective Date: 7/1/2025

GENERAL SUMMARY

The Senior Director of Home Dialysis & Chronic Kidney Disease Programs is responsible for leading NKC's Home Hemodialysis (HHD), Peritoneal Dialysis (PD), Nutrition and Chronic Kidney Disease (CKD) programs. This role requires strategic vision, operational excellence, and strength in teamwork with leadership to achieve organizational and network goals. The Senior Director will develop, execute, and monitor strategic plans that drive program growth, improve patient outcomes, and strengthen partnerships across NKC.

DUTIES AND RESPONSIBILITIES

1. Strategic Planning and Execution:

- Leads multi-functional or enterprise-wide strategy initiatives; influences long-term organizational direction for Home Dialysis, Nutrition and CKD programs.
- Partners with Medical Directors and the CMO/CNO to ensure clinical and operational strategies support patient safety and quality outcomes.
- Collaborates with community partners and nephrology practices to promote ongoing growth in home dialysis options. Meets annual program goals and targets.
- Monitors progress toward strategic objectives and adjust plans to meet performance targets.
- Provides quarterly reports to program partners and executive team using objective data and models, highlighting trends and offering actionable recommendations for program improvements.

2. Operational Leadership:

- Directs day-to-day operations of Home Dialysis, Nutrition and CKD programs, ensuring compliance with federal, state, and NKC standards.
- Resolves enterprise-level issues; anticipates risk and opportunities across business function.
- Aligns operations across business units; integrates systems and processes for scale.
- Drive stewardship initiatives to ensure, resource optimization, and operational and financial efficiency. Meets financial goals.
- Implement systems to track performance metrics and provide visibility into goals and obstacles.

3. Partnership & Collaboration:

- Cultivates strategic alliances; manages high-visibility internal and external relationships.
- Develops partnerships with nephrology practices by meeting with them to identify obstacles to home referrals and promote growth.
- Strengthens partnerships across teams; manages relationship program partners.
- Collaborates with business partners, key vendors and payor contracting teams to expand patient access and strengthen NKC's market position.

4. Quality & Compliance

- Ensure adherence to credentialing, licensing, and regulatory requirements.
- Sponsors enterprise change programs; aligns leaders around transformation goals.
- Lead continuous improvement initiatives to enhance patient experience and clinical outcomes.
- Achieves quality and business targets by collaborating with the Quality team, Network, and research partners.

5. Leadership & Team Development

- Shapes enterprise-wide talent strategies; champions leadership development programs.
- Facilitate engagement and enhance awareness of organizational priorities throughout all teams. Achieves key objectives related to employee engagement and retention targets.

JOB CONDITIONS and PHYSICAL EFFORT

- Must demonstrate effective communication skills in English, including proficiency in verbal, written, and telephone interactions.
- Must be able to operate a computer keyboard and mouse and demonstrate proficiency with relevant software applications following appropriate training.

- Some duties are performed within a clinical dialysis unit environment. The Senior Director may encounter exposure to chemicals (such as peracetic acid), blood, and other bodily fluids, in accordance with safety protocols.
- Physical activities required include the ability to stoop, reach, stand, walk, push, pull, lift, grasp, speak, hear, and perform repetitive motions involving the wrists, hands, and fingers.
- Must be able to lift and/or move up to 50 pounds occasionally and up to 10 pounds frequently, as necessary for patient care and equipment handling.
- The position requires sufficient visual acuity to inspect dialysis machines, read and write documentation, and provide direct patient care.

QUALIFICATIONS

- Bachelor's degree in nursing strongly preferred, or healthcare related field. Master's degree in nursing, Healthcare Administration, or related field or doctoral preparation preferred.
- Preferred: Washington State Registered Nurse license in good standing.
- Minimum 8 years of progressive nursing leadership experience within a healthcare system, including exposure at the senior management/executive level required.
- Minimum 5 years' experience in the nephrology field required. HHD and/or PD experience highly preferred.
- Proven skillset in Emotional Intelligence development with strong understanding of the relationship of self and others.
- Proven ability to execute strategic plans and achieve organizational goals.
- Strong collaboration skills with medical leadership and operations teams.
- CNML, NE-BC, CNN or CDN certification(s) preferred.

**An equivalent combination of relevant education and experience may be considered to meet minimum qualifications.*

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.

4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

VP of Patient Care Services/CNO

Date

Senior Director of People and Culture

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Name

Date