



SWLA CENTER FOR HEALTH SERVICES JOB DESCRIPTION

JOB TITLE: Chief Operating Officer
DEPARTMENT: Administration
SUPERVISED BY: Chief Executive Officer

SUMMARY:

The Chief Operating Officer position provides the leadership, management and vision necessary to ensure that SWLA Center for Health Services has the proper operational controls, administrative and reporting procedures, and the people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency. The position accomplishes this through a respectful, constructive and energetic style, guided by the objectives of SWLA Center for Health Services.

POSITION SCOPE:

1. Financial Responsibility – Direct
2. Financial Responsibility – Indirect
3. Staff/Supervision – Direct
4. Staff/Supervision - Direct

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's Degree in Public Health, Business, Healthcare Administration or related field of study. Master's degree or Post-graduate work in Public Health strongly preferred.

EXPERIENCE:

- At least three years of strong operational experience.
- Skilled in organizational development, personnel management, budget and resource development, and strategic planning.
- Excellent people skills, with an ability to partner with a dynamic leadership team.
- Possess personal qualities of integrity, credibility, and commitment to corporate mission
- Flexible and able to multitask; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.

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- Demonstrated success in leading and directing an integrated, community health care facility of similar size and scope. Federally Qualified Health Center experience would be highly valued.
- Demonstrated knowledge of trends and issues, laws and regulations related to the delivery of ambulatory and behavioral health care services.
- Demonstrated success in establishing relationships with community leaders, key resources, accreditation and regulatory entities, and related resources.
- Demonstrated success in planning, analysis and implementation of decisions affecting new business growth and development.
- Demonstrated success in the selecting and developing, in motivating and directing high performing teams.

JOB RESPONSIBILITIES:

1. Lead the development and implementation of business operational strategies, goals, budgets, plans and tactics. Ensure all health center operations and services stay focused on meeting community needs, while meeting both short term and long term goals of the organization.
2. Ensure all health center operations function in an efficient and effective manner, to include, but not limited to:
 - Clinic operations
 - Facilities and environment
 - Risk management and security
 - Scheduling and records management
 - Information systems
 - Ancillary services
3. Meet or exceed all financial, budget, and operational goals within all functional areas as assigned.
4. Thorough supervision and coordination, with Medical Affairs, ensure the organization achieves all intended clinical outcomes, and demonstrates true clinical leadership and best practices in the health care services offered.
5. Ensure all health center operations are managed and perform within regulatory and accreditation standards, corporate policies, quality initiatives and standards, and related measures.
6. Collaborate with the Medical Director to ensure all clinical staff are appropriately trained, assessed and prepared to deliver clinical care and services.
7. Work with the Medical Director and other leaders to ensure the organization demonstrates a professional atmosphere and a culture resulting in positive provider/associate relations.
8. Establish and ensure collaborative, supporting relationships within the organization.

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9. Resolve conflicts, and ensure that all associates perform their functions in a manner consistent with organizational policies, procedures, and best practices associated with their respective disciplines.
10. Affect a positive, productive workplace culture. Provide leadership and direction to an operational team of leaders who achieve organizational results. Ensure each clinic functions with a highly effective team of integrated professionals.
11. Act as a principal steward of the organization's resources. Insure that all organizational resources are utilized properly, legally and ethically, and that all those entrusted to manage or represent the affairs of the organization are properly directed and highly effective.
12. Uphold the mission, values, and principals of the organization at all times. Ensure all business endeavors and relationships, as well as the individual performance of each associate, are consistent with the organization's mission, values, policies and goals.
13. Foster a workplace that results in the development of a high performing team of professionals and staff. Recruit, develop and inspire a highly effective team. Insure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.

ESSENTIAL FUNCTIONS/KEY COMPETENCIES

- Ability to provide leadership in the establishment and implementation of operational strategies, business plans, operational tactics, budgets and goals.
- Demonstrate a high level skill at building business relationships and strategic partnerships with internal as well as external resources.
- Demonstrate a strong financial acumen. Analyze, synthesize and communicate complex data, financial data, and related issues in an accurate, objective and straightforward manner.
- Demonstrate a high level of problem solving skill. Demonstrate the ability to make critical financial decisions supported by substantial financial analysis and critical data-based decision making.
- Provide personal direction, leadership and coaching to the staff. Effectively manage conflict, promote change and growth, and inspire the development of a highly effective team of professionals.
- Demonstrate interpersonal savvy and influence skills in all dealings with the media, government entities, regulatory bodies, and related concerns.
- Ability to build consensus and focus within the overall NACHC organization as well as within and among various resources, vendors, and strategic partners.
- Ability to recruit, develop and direct a high performing team.
- Ability to travel throughout the region to monitor operational performance and activity, and to establish relationships with key resources and affiliates.

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