**Chief Operations Officer (COO)**

**Job Summary**

Odyssey House Louisiana, Inc. is seeking a full-time Chief Operations Officer to oversee day-to-day operations of the agency. The Chief Operations Officer reviews and assures compliance of contracts and other agreements and coordinates all Programs within the agency to ensure they function as a whole. The Chief Operations Officer is responsible for administering, planning, organizing, directing, and monitoring the outcomes of the agency medical and health services. This position provides guidance and leadership through management via organizational reporting and monitoring, ensuring agency policies and procedures are enforced, and working with the Chief Executive Officer. The Chief Operations Officer is expected to stay current on any laws and regulations that impact the agency, as well as medical and technological advances. This position entails using quantitative methods for healthcare management, managerial epidemiology, strategic planning and marketing in healthcare, healthcare ethics and governance, and health finance to achieve agency outcomes. The Chief of Operations also works closely with the Chief Financial Officer on budgeting, cost control, and maximizing revenue.

**Responsibilities and Duties**

It is the duty and responsibility of the Chief Operations Officer to:

* Oversee long-term planning;
* Oversee operating objectives and budgets to ensure all Programs break even;
* Oversee the efficient delivery of medical and health services;
* Oversee financial reporting to the CFO;
* Oversee agency policies and procedures for client services and quality assurance including policy creation, changes, and implementation;
* Trouble shooting problems in 24 hour programs;
* Evening and weekend availability;
* Provide direct supervision of Chief Medical Officers and Program Directors for Behavioral Health and Primary Care;
* Ensure daily, weekly, and monthly reports are correct and are completed on time;
* Serve as a liaison among governing boards and Program heads;
* Provide reports to the Board as directed by the CEO;
* Represent OHL and attend meetings in the community;
* Step in as needed to operate programs or fill in for Program Directors;
* Review all contracts and audit programs to ensure that contractual obligations are met;
* Review licensing requirements and ensure that requirements are being met;
* Review billing for each program and ensure that billing is conducted properly and accurately;
* Conduct and resolve Employee Concern, Client Grievance, and Incident Report investigations;
* Work with the Chief Executive Officer and Chief Financial Officer to reduce agency expenses while maintaining contractual obligations and excellence in client care;
* Ensure clients’ rights are maintained agency wide;
* Ensure HIPAA compliance; and
* Perform other duties as assigned.

**Qualifications and Skills**

**Required:**

Minimum qualifications include the following:

* Master’s degree in Health Administration (MHA, MBA, MSHA, or MPH)
* 5 years of Hospital or Behavioral Health Administrator experience
* Experience with the substance abuse population
* Excellent communication skills
* Proficient in MS Office Suite

**Preferred:**

Preferred qualifications include the following:

* Federal Qualified Health Center experience
* Marketing and Development experience
* Grants and policy experience

**Benefits**

Competitive Salary and Benefits package includes insurance (health, dental, vision, life, long-term and short-term disability), leave benefits and 401k match.

Qualified candidates should send in cover letter and resume to astanford@ohlinc.org.