**JOB DESCRIPTION AND STANDARDS**

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| **Job Title:** Chief Information Officer | **Department Name:** Administration |
| **Reports To (Supervisor’s Title):**  Chief Executive Officer | **Fair Labor Standards Act Status:**  Exempt |
| **Direct Reports (Supervises):** Director of IT, Interim IS Manager | **Provides Functional Direction (if applicable):** |
| **Location(s):** Elysian Fields | |

**POSITION SUMMARY**: CrescentCare is seeking a Chief Information Officer (CIO) to lead the strategic vision for informatics, data analytics, and office IT. The CIO will join the senior leadership team and will oversee all aspects of CrescentCare’s technology needs from both a long term strategic perspective as well as day-to-day business needs. The CIO will manage a team of 10 people and lead the delivery of information and informatics systems for products and services of the agency including analytics and quality reporting. The CIO will oversee partnership development and management of CrescentCare’s internal and external technology related projects and activities, including the organization’s HIT Strategic Plan.

**About CrescentCare:** CrescentCare is a Federally Qualified Health Center and an AIDS Service Organization in New Orleans with over 280 employees and an annual budget of over $40 million a year. The agency servers over 10,000 patients a year, and offers services ranging from primary medical care to behavioral health, dental, health education, and case management. CrescentCare is moving into a brand new 65,000 square foot, state of the art facility that will consolidate four service locations and expand services to better meet the needs of our community.

**AGENCY PERFORMANCE STANDARDS**

* Maintain high level of professionalism and ensure confidentiality.
* Treat clients, staff, volunteers, board members, etc., with dignity and respect.
* Offer assistance to co-workers as needed.
* Demonstrate initiative by actively participating in the resolution of problems.
* Ask for assistance when learning new information or job duties.
* Take all necessary measures to properly use and maintain supplies and equipment.
* Respect the rights of co-workers to a productive workplace.

**COMPLIANCE & QUALITY ASSURANCE STANDARDS**

* Requires cooperation with the Agency’s Quality Assurance and Improvement Program. Includes actively participating in all required trainings, and in creating a culture of quality improvement. Cooperation with the quality program will be considered for performance reviews.
* Requires cooperation with the Agency’s Compliance Practices. Includes immediately reporting issues, actively participating in required trainings, following HIPAA regulations, and assisting in creating a culture of compliance. Also includes compliance with written standards and all applicable federal and state laws. Cooperation with compliance will be considered for performance evaluations.
* Not currently listed as excluded or sanctioned by the Department of Health and Human Services, Office of Inspector General (OIG), the General Services Administration (GSA), or excluded from participation in any federal program. Agrees to promptly notify supervisor in the event of any such debarment, exclusion, conviction, threat or indictment occurring during the term of employment.
* Failure to comply with the Agency’s Compliance Practices, which include failure to report conduct or events that potentially violates any laws or the Agency’s written compliance standards will be met by disciplinary action, up to and including possible termination.
* Must adhere to all practices specified in the Employee Handbook and Agency Operating Procedures.

**KEY DUTIES AND RESPONSIBILITIES**

* Establish an information culture that integrates information into the fabric of the health care business -- use by executives to understand competitive and economic environments and to define and execute strategy; use by managers to inform decision processes and to manage performance; use by staff to drive effective and efficient day-to-day operations.
* Establish systems and processes to evaluate return on investment from technologies in order to select the right tools for the business.
* Understand and communicates latest trends in healthcare, clinical systems, information technology and point of care products. Work with clinical information teams on translating these trends into designing, building and implementing enhancements
* Drive strategic innovation and development that differentiates the agency in the community in clinical health systems, population health and contributes to the agency’s sustainability.
* Create information driven health system using advanced analytics, data modeling, data discovery and data visualization. Build an IT platform for expanded scope of services and for risk-based contracts with payers.
* Proactively collaborate with stakeholders and external organizations to meet technology business needs.
* This position requires cooperation with the Agency’s Quality Improvement Program and Compliance Program.

**Skills & Competencies**

* Knowledge of principles and practices of organization management
* Demonstrated skills in healthcare administration, health care and other governmental policies affecting clinic service delivery and operations requirements at Federal, State and local levels, financial and budget management and personnel development.
* Knowledge and skills in group dynamics, interpersonal relationships and supervisory techniques with demonstrated success in building highly successful and motivated multi­disciplinary teams.
* Entrepreneurial mindset; a penchant for and urgency in delivery of results, not always typical of traditional non-profits.
* Ability to function with a high degree of independence but also work effectively in a team.
* Ability to identify and execute opportunities for agency growth.
* Strong technical background and deep experience managing large scale IT systems.
* Proven ability to work on several projects simultaneously and under tight schedules

# POSITION REQUIREMENTS

* Bachelor's degree in Business Administration, Computer Science, Health Administration, Management Information Systems, Public Health, Health Informatics or equivalent and 5 years of experience
* OR a master’s degree in Business Administration, Computer Science, Health Administration, Management Information Systems, Public Health, Health Informatics or equivalent and 3 years of experience required.
* 2 years of management/supervision experience required
* Experience in healthcare or a related field or industry preferred.

I have been given a copy of this Job Description and fully understand it.

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Employee Signature Date

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Employee Name (please print)

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Supervisor