



## **Chief Operations Officer**

The following is a position description for the Chief Operations Officer (COO) Position at Rolling Hills Clinic.

### **JOB SUMMARY**

This position provides leadership, day-to-day management and oversight for the management and control of all aspects of the operations department. Reporting and assisting the Chief Executive Officer (CEO) with implementation of the organization's infrastructure to support Rolling Hills Clinic health care services and is charged with the day-to-day management of facilities, information technology, human resources. Provide direct oversight of organizational development, to ensure effective services are administered and provided to the target population and surrounding community. Solicits and reinforces constructive and professional relationships with organizations, companies, municipalities, etc. with which the organization partners and/or sub-contracts with, for the provision of quality health care services.

### **PRIMARY RESPONSIBILITIES:**

- Management and Supervision
- Oversees clinical Operations, Compliance and Risk Management
- Oversees Technology and Facilities
- Oversees Human Resources
- Ensures Appropriate Administrative Tools and Resources
- Oversee Events and Training

### **ESSENTIAL FUNCTIONS:**

- In conjunction with the CEO and management team participates in the development and implementation of the mission, vision and values of the organization, including high quality, patient focused health care.
- Responsible for ensuring program and corporate compliance with primary health care policies and procedures, as well as with those external regulatory bodies such as DHHS, DHHC, I.H.S., HCFA, FQHC, HIPPA, OSHA, CLIA, and other professional review and standards.
- Ensures that the departmental planning and implementation occurs according to the goals and objectives approved by the health board and delegated by the Chief Executive Officer.
- Works with the Chief Executive Officer to pace and drive organization development, including analysis and implementation of priorities, partnerships, and infrastructure needs through the development of appropriate strategic approaches that align organizational, programmatic, and operational decisions.
- Ensure staff compliance with the adopted health care plan as it relates to the stated objectives the organization's clinical goals and the method of achieving the benchmarks listed.
- Supervises project/department staff by assisting with hiring; setting clear performance expectations; providing appropriate feedback, coaching, and training; preparing timely performance/introductory evaluations; and, if necessary, handling disciplinary actions.
- Presents, facilitates and leads assigned process improvement events using methods of culture-appropriate team building, team energizing, data gathering and analysis, problem solving, and project management.
- Analyzes, recommends and supports practices seeking to improve performance on quality measures to engage in work redesign, changes in organization systems, policies and procedures, and quality improvement process within the organization.

- Ensures the accuracy and timeliness of systems, procedures, and methods for all operational systems.
- Participates and ensures the development of organizational guidelines, policies and procedures in accordance with funding source requirements, as well as Federal, State and Local Laws.
- Ensures facilities, equipment, and supplies are adequate, safe and functioning at all times.'
- Acts as a thought partner and ensures that the required human resources activities are effectively carried out through the human resources manager; hiring, compensation and benefits, performance management, workforce development, policies and procedures and employee relations.
- Manages administrative resources to support Rolling Hills Clinic funds, cost centers, ensuring responsive and consistent administrative support services from project coordinators; ensuring opportunity for project management training for all staff.
- Assists, CEO in oversight of community outreach programs and may represent organization as a member on community outreach committees/groups within the community.
- Actively seek grant opportunities, assisting in the preparation, application submission and ensuring program compliance and administration occurs once the grant is received.
- Perform other job related duties, as may be assigned.

### **SUPERVISION**

- This position works under the direct supervision of the Chief Executive Officer.
- This position provides supervisory responsibilities to the Front Office Manager, I.T. Manager, Patients Benefit Coordinator/PRC, Transportation Manager, Travel and Procurement and Facility Manager.

### **KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
- Must have process improvement skills and able to understand clinic functions and department interactions.
- Knowledge of practice management components, particularly in cost constrained environments.
- Knowledge of regulatory compliance i.e., DHHS, DHHC, I.H.S., HIPPA, FQHC, OSHA, CLIA, etc.
- Ability to manage and supervise various positions and relate well to people from diverse ethnic and cultural backgrounds, as well as have a passion for working with at-risk, culturally diverse populations.
- Basic understanding of information technology, electronic health records and the ability to organize, analyze and synthesize complex data from various sources.
- Able to read and interpret financial statements develop and nurture vendor relationships for purchasing optimization.
- Willingness to work flexible hours in order to meet the organizations needs/demands.

### **EDUCATION, EXPERIENCE AND QUALIFICATIONS**

- Business Administration or related discipline required. Master's degree in Business Management with emphasis on Health Care Administration is strongly preferred.
- A minimum of five-seven years of progressively responsible administration experience in health care industry, preferably in a rural or under-served area.

- Thorough knowledge of the theory and practice of organizational management, preferably in I.H.S. health care and/or not-for-profit environment.
- Must demonstrate proficiency in budget management, and an understanding of medical and dental clinic revenues and expenses for various types of services.
- Must have a minimum of five (5) year experience directly supervising managerial staff and department oversight.
- Must be able to communicate effectively orally and in writing.
- Demonstrate grant writing experience, and administration.
- Must have high-level computer literacy and demonstrate abilities to utilize computers as professional management tools.
- Must adhere to confidentiality and HIPAA policies.
- Must be willing to travel as necessary
- Must provide documentation of immunity to measles or become immunized with the recommended Vaccine and Hepatitis B Vaccine. Must test annually for TB.
- Must pass a background investigation in accordance with P.L. 101-630.
- Must have general knowledge of economic, social, educational and cultural trends in the American Indian/Alaska Native Community.

**DATE OF LAST REVIEW / REVISION: 6/2018**

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Signature \_\_\_\_\_ Date \_\_\_\_\_