

CHIEF OPERATING OFFICER

Division: Community Health Center
Immediate Supervisor: CEO
Bloodborne Pathogen Risk Classification: 3
Fair Labor Standards Act (Exempt Status): E
Salary Schedule Pay Grade: Contractual

Created: May 10, 2018

As with any public sector employment, job descriptions, performance standards, and duties assigned are subject to change dependant on funding allocation and community expectations.

Classified as grant contingent, this position is a result of funding from the federal government or the State of Illinois. Subsequently, obligations of the Knox County Health Department regarding this grant contingent staff position can cease immediately and without penalty should applicable funding no longer be appropriated.

Summary of Duties:

1. Subject to approval by the KCHC Chief Executive Officer, is responsible for the overall direction of the Community Health Center; prepares and reviews grant requests.
2. Directs internal operations to achieve budgeted results and other financial criteria, and to preserve the capital funds invested in the organization and remain compliant with state and federal regulation.
3. Assures the implementation of departmental goals, policies, procedures, and reporting tools through effective use of performance metrics and financial results.
4. Promotes a team approach to delivering high quality, cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.
5. Assures completion of performance management process that measures and evaluates progress against goals for the organization, and participates in quality and risk management committee.
6. In conjunction with the Chief Medical Officer, works to enhance provider efficiency and, when necessary, assists in resolving clinic-related issues.
7. Participates in the development and preparation of short-term and long-range strategic plans and budgets based upon broad organization goals and objectives. Recommends their adoption to the Chief Executive Officer.

8. Directs the development and installation of procedures and controls, to promote communication and adequate information flow, and thereby solidify management control and direction of the enterprise.
 9. Assures information is provided to the Knox Community Health Center Governance Board and Board of Health on issues related to clinical services, operations and administration, as needed. Ensures that all activities and operations are performed in compliance with local, state, and federal regulations and laws governing business operations.
 10. Performs other duties as required and/or assigned.
-

Minimum Qualifications:

Master's Degree in Business Administration, Health Administration, Public Health or related field is required from a college or university accredited by the North Central Association or other regional, nationally-recognized accrediting agency and two years full-time administrative experience in public health.

Essential/Non-Essential Functions:

Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen and understanding of budgets, financial statements and reports, and strategic planning.

Ability to balance the delivery of programs against the realities of a budget; excellent written and verbal communication skills required.

Enthusiasm and willingness to promote growth and expansion of low and no-cost healthcare services for underserved communities.

Ability to effectively build operational and staff capacity, while maintaining longevity to develop a highly effective and dedicated workforce.

Must have the ability to create operational policies and protocols and streamline processes to ensure the organization runs smoothly.

Must demonstrate integrity and a commitment to excellence in her/his work; experience leading and inspiring others to new levels of effectiveness and operational impact

Ability to multi-task and prioritize workload in a fast-paced environment, utilizing various practice management models, and the ability to creatively solve problems and develop practical solutions.

Possess thorough understanding and broad experiences with the full range of business functions and systems including: strategic development and planning, budgeting, budget analysis, facilities management, finance, information systems, human resources, legal affairs, community development and outreach, and marketing.

Ability to establish and maintain effective working relationships with employees, other agencies, and the public.

Applicants are subject to, and must pass, a full background check.

Physical/Mental Attributes:

Must be able to write and operate keyboard and operate office equipment. Must be able to lift and carry equipment and supplies not to exceed twenty (20) pounds. Must be able to drive a vehicle.

Must be efficient and able to organize and prioritize multiple tasks. Works well independently and as a team member. Handles assigned tasks with minimal supervision. Demonstrates the ability to develop professional relationships with community members and co-workers.

Performance Standards:

Performance will be measured in accordance with the Knox County Health Department approved evaluation tool and established work performance standards.

Administrator Signature

Employee Signature