What is Kheir?
Kheir (pronounced “care”) is committed to providing culturally and linguistically-sensitive quality healthcare and human services to the underserved and uninsured residents of Los Angeles. Established in 1986, Kheir is a broad-based nonprofit agency providing comprehensive health care for a diverse patient population through its two community clinics (both Federally Qualified Health Center designated sites), dental and optometry suites, Adult Day Health Care Center and Patient Resources Department.

Kheir Clinics provide all-ages, full-scope primary care, including behavioral health, prenatal services, and mammography/x-ray in our on-site Digital Imaging Department. Kheir Clinics are the only FQHCs in the nation that provide a full suite of primary care services in English, Korean and Spanish, with the additional provider capacity to offer services in Mandarin, Hindi, Punjabi and Urdu. Selected onsite specialty care services are also available through a physician volunteer program with Kaiser Permanente Los Angeles Medical Center.

Kheir has the annual capacity to provide more than 75,000 clinic visits at its two community health centers in Koreatown/Wilshire Center, the most densely populated neighborhood in Los Angeles. In addition, Kheir operates a school-based health center at Robert F. Kennedy Community Schools. Kheir's Wilshire Boulevard Clinic is also a rotation site for Cedar Sinai Medical Center and Kaiser Permanente Internal Medicine residents and a host site for the Kaiser Community Medicine Fellowship program.

What we are looking for in our COO?
The Chief Operating Officer (COO) position at Kheir is an ideal opportunity for an experienced, ambitious health care professional who is seeking a meaningful leadership role in a successful, federally funded health care organization. The COO must be hands-on and lead by example and motivate staff to deliver measurable, accountable, cost-effective results that further the mission of the organization. The COO will be an integral member of Kheir’s senior management team and will oversee and direct all internal operations at each of Kheir’s clinic sites. In addition, the COO will be an essential contributor to the agency’s growth planning process and will help shape the future of a fast-growing, financially healthy, well-respected clinic organization.

Reporting to the CEO and working as a key member of the organization’s leadership team, the COO will take a lead role in building, implementing, and overseeing all of the organization’s systems, processes, workflows, and procedures. The COO will have bottom line responsibility for leading and managing all operational and administrative aspects of the organization. The COO will be responsible for a comprehensive array of administrative services and operations, including but not limited to, overseeing all activities pertaining to communications, employee benefits, human resources, recruiting and hiring, legal affairs and other operations that are required to effectively and efficiently support the
organization’s programs and development. In conjunction with the CEO, the COO will be responsible for developing, implementing, and managing the annual budget, and for ensuring that Kheir’s nonprofit services and funding are in compliance with all national, state, and city regulations, certifications, and licensing requirements.

**Why join the Kheir Team?**

- Meaningful senior leadership responsibilities
- Limitless opportunities for continued professional growth
- Highly competitive compensation and benefits package
- Commitment to quality care and effective practice management
- Ongoing mentorship opportunities
- Strong infrastructure and highly organized clinical operations workflow
- Patient and staff diversity
- Positive, collaborative work environment
- Supportive professional atmosphere promoting innovation and teamwork

**Integrated services for a diverse patient population...**

**State-of-the-art facilities & equipment...**

**Highly disciplined, dedicated staff...**

**HOW TO APPLY**

Are you interested in joining our team? The detailed Chief Operating Officer Job Description is attached. To be considered for the position, please email your (1) CV, (2) cover letter and (3) minimum and desired salary information to kirbyv@lakheir.org. **All three items must be included in order to be considered.**
ESSENTIAL RESPONSIBILITIES

- Directs internal operations to achieve budgeted results and other financial criteria, and to preserve the capital funds invested in the organization.
- Serve as the key business driver for the growth and overall success of the clinic.
- Assists staff with the implementation of departmental goals, policies, procedures, and reporting tools through effective use of performance metrics and financial results.
- Promotes a team approach to delivering high quality, cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.
- Implements effective tools to improve operational efficiency and control costs.
- Leads the performance management process that measures and evaluates progress against goals for the organization.
- Provides for all staff a strong day-to-day leadership presence and support an open-door policy among all staff.
- Participates in regular quality and process improvement meetings with other clinic administrators and executive leadership.
- Identifies geographic growth opportunities and priorities.
- Based on projected enrollment rate, visits, and utilization, monitors the impact of growth on the facility’s existing space plan; propose, plan, and directs facility expansion and enhancement projects if required.
- In conjunction with the Chief Medical Officer, works to enhance provider efficiency and, when necessary, assists in resolving clinic-related issues.
- Participates in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives. Recommends their adoption to the Chief Executive Officer.
- Enhances health center visibility through community involvement by participating in service and professional organizations.
- 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.
- Develops and establishes operating policies consistent with the CEO’s overall policies and objectives and ensures their adequate execution. Appraises and evaluates the results of overall operations regularly and systematically, and reports these results to the CEO.
- Establishes policies to ensure adequate management development and to provide for capable management succession for those functions/business units falling under his/her responsibility.
- Directs the development and establishment of adequate and equitable personnel policies throughout the organization, including compensation, human resources, recruiting and hiring, and employee benefit plans. Ensures that the interests and welfare of employees as individuals are preserved and protected.
- Analyzes the current information technology infrastructure and scopes out the next level of information technology and financial systems that support the growth of specific programs and the organization overall.
- Develops and implements systems for reporting, measurement, and supporting revenue generation.
- Assists with administrative aspects including proposal preparation, if necessary.
- Presents to the Kheir Board of Directors 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.

Performs other duties as identified or assigned.

*Please note that this is an in-office position without the option to telecommute.*

**MINIMUM QUALIFICATIONS**

**Knowledge, Skills & Abilities**

- Minimum six years of management and budgetary experience.
- Minimum five years of experience in a healthcare setting (preferably in an FQHC).
- Results-proven track record of exceeding goals and a bottom-line orientation.
- 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 organization and staff capacity.
- Must have the ability to develop a highly effective and dedicated workforce.
- Must have the ability to create protocols and streamline processes that 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.
- Knowledge of various practice management models, with 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, business 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.

**Education**

- Master’s degree in Business Administration, Health Administration, Public Health or related field recommended (but not required)
- Bachelor’s degree REQUIRED.

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