



## Job Description

**Employee Name:**

**Job Title:** Chief Administrative Officer

**Department:** Administration

**Reports To:** Barbara B. Hines, President & CEO

**FLSA Status:** Exempt

**Prepared By:** Eloisa Perard, Vice President, Human Resources

**Prepared Date:** February 2018

**Approved By:**

**Approved Date:**

### **SUMMARY:**

The Chief Administrative Officer (CAO) is responsible for the organization's administrative, technology, human resources, and financial systems and processes. The CAO demonstrates executive level experience in strategic thinking and decision making. The CAO reports directly to the Chief Executive Officer (CEO) and partners closely with the Chief Medical Officer (CMO) and the Chief Operating Officer (COO) to develop long term strategy and set annual goals for the organization.

The CAO plays a key role in foreseeing and implementing systems, processes and resources to meet to meet strategic objectives efficiently and support organizational growth. The CAO works closely with the General Counsel to identify and manage risk, ensure that the organization complies with all applicable laws and regulations, and manages business activities responsibly and effectively.

He/she is responsible for achieving strategic goals in partnership with the COO and CMO. The CAO is eligible for appointment by the Board of Directors to the Management Committee of the Partnership and delivers reports to both the QueensCare and QHC Boards of Directors regularly.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the **knowledge, skill, and ability** required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

Bachelor's Degree, preferably in Business Administration from a 4-year college or university required; MBA or other relevant advanced degree preferred. Minimum of ten years progressively responsible experience in management, with at least 5 years in a senior management leadership role, ideally with an FQHC or other related nonprofit health or human services organization, required. Candidate must exhibit excellent management, negotiation and organizational skills and demonstrate ability to lead a diverse team to achieve results. Experience in budgeting, project management, workflow design and improvement, operations, and personnel management required. Knowledge of healthcare, managed care, public health and the needs of underserved communities required. Excellent written and verbal communication skills, including public speaking required.

### **LANGUAGE SKILLS:**

Ability to read and interpret documents that are at times highly complex relating to clinical, legal and financial matters. Ability to write sophisticated reports and correspondence. Ability to speak and present information effectively with all constituencies: board of directors, physicians, clients, patients and employees of QueensCare Health Centers. Ability to facilitate discussions and work in a highly collaborative manner. Ability to positively manage and communicate change. Ability to influence key leaders, physicians and other providers.

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### **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and apply concepts of basic algebra and geometry.

### **REASONING ABILITY:**

Ability to exercise common sense in carrying out instructions furnished in written, oral, or diagram form and in other daily situations that arise. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decisions and execute timely in order to produce a positive outcome.

### **OTHER SKILLS AND ABILITIES:**

Ability to organize and prioritize work without supervision. Expertise with various computer applications such as EHR, Microsoft Excel and Word. Ability to supervise people and projects effectively.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

### **INSTRUCTIONS FOR USE OF THIS FORM:**

As a job description, this form is to be reviewed with the employee at the time of hire or promotion. All employees must sign the form to acknowledge receipt of their position description within the first week of hire or promotion. The supervisor will submit the original signed form to Human Resources for record keeping. Any change to the job description is subject to review and approval of the department manager and Human Resources Director.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to insure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
4. Supervises personnel to include screening, interviewing, hiring, disciplining and terminating. Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving, and decision making to ensure staff meet work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.
5. Completes introductory and annual performance reviews on or before the due date(s).
6. Performs job duties independently and exercises good judgment.
7. Fosters and promotes a culture of service excellence and accountability.
8. Provides leadership and direction, encourages innovation; and builds teamwork among staff.
9. Establishes, communicates and monitors progress toward goals for each area of responsibility in line with overall organizational goals and objectives.
10. Participates with the executive staff in developing strategies, goals, objectives and comparative benchmarks. Provides leadership and direction to reporting staff. Encourages innovation and new ideas and builds teamwork among all staff.

11. Drafts, reviews and submits policies for Board approval. Enforces approved policies and procedures. Ensures compliance with laws and regulations among reporting staff.
12. Proactively manages staff in an effective, professional manner, with consistency and fairness. Develops and communicates relevant job descriptions and annual goals for each direct report. Coaches and counsels direct reports and others, utilizing progressive discipline and documentation appropriately and timely. Completes annual performance reviews for each direct report within 30 days of his/her annual review date. Involves HR in issues related to staff to minimize exposure to adverse actions. Processes paperwork required for human resource files in a timely and thorough manner.
13. Provides clear, concise and useful reports to the Boards of Directors and committees as requested by the CEO. Holds regular staff meetings to enhance communication and provide training and operational or clinical updates.
14. Manages the organization's administrative departments including human resources, information systems, finance and accounting, communications, and development with an eye to continuously developing and improving systems.
15. Partners closely with General Counsel to ensure legal and regulatory compliance and appropriate risk management.
16. Identifies and utilizes learning opportunities to increase personal leadership / management skills, as well as operational and technical proficiency and knowledge.
17. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes. Understands which decisions can be made alone and which need to involve others.
18. Promotes health center services by participating in community groups and meetings.
19. Complies with organizational policies and procedures.
20. Perform all other duties as assigned.

**JOB KNOWLEDGE AND SKILLS:**

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company policies and procedures in the performance of work duties.
3. Demonstrates required knowledge, skills, and education for job functions.
4. Behaves in a way that leads others to trust him/her. Treats others with respect and courtesy. Fulfills commitments.
5. Demonstrates and employs excellent verbal and written communication skills.

**I have read and understand the above job description.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_