



Job Title: Chief Operations Officer

Department: Administration

Days and Hours of Work: Full Time (40 hours, Monday-Friday, 8:00am-5:00PM), Exempt

Reports to: Chief Executive Officer

Pomona Community Health Center dba ParkTree Community Health Center (PCHC) is a non-profit, Federally Qualified Health Center (FQHC) whose mission is “to be the medical home for the underserved in our community by providing high quality preventive and primary care health services”.

Job Summary: The Chief Operations Officer (COO) is a key member of the executive management team. The COO is responsible for the overall operations of the health center(s) and in collaboration with the executive management team, fulfills the vision of the organization through the implementation of the strategic plan to ensure the mission, goals and objectives of the organization and those it serves are being met. Serves as a role model and mentor to PCHC employees.

Essential Duties:

1. Ensures program and corporate compliance with primary care policies and procedures as well as those external regulatory bodies including but not limited to: Health Resources and Services Administration (HRSA)’s Bureau of Primary Health Care, Health Insurance Privacy and Portability Act (HIPPA), Occupational Safety and Health Administration (OSHA), Clinical Laboratory Improvement Act (CLIA).
2. Ensures compliance with various programmatic entities including but not limited to: Medi-Cal Managed Care (Health Care LA, IPA, Inland Empire Health Plan, AlphaCare), Behavioral Health programs (Beacon, Anthem, HealthNet), FamilyPACT, Medi-Cal Presumptive Eligibility, Comprehensive Perinatal Services Program, Child Health and Disability Program, and MY Health LA.
3. Oversees the following health center areas including but not limited to: risk management, quality, eligibility, front office functions, health education, human resources and patient centered medical home.
4. Serves as the lead on various audits from health plans, HRSA, and other funders.
5. Works in collaboration with facilities to ensure all licenses are kept current and posted where needed.
6. Participates in the development of the long term strategic goals/plans and implements the objectives necessary to fulfill the mission/vision of the organization.
7. Promotes the integration of all patient care services.
8. Develops written policies and procedures that reflect the operational activities of a Federally Qualified Health Center.
9. Collaborates with the finance department to develop written fiscal policies and procedures.
10. Collaborates with the clinical department to develop written clinical policies and procedures.

11. Participates in the development and monitoring of the organization's Quality Improvement Plan.
12. Participates in the development of the organization's budget and monitors actual month to month expenses against budgeted.
13. Ensures systems are in place for accurate data capture for quality improvement and fiscal/operational reporting including mandated data reporting.
14. In collaboration with the Chief Medical Officer /Chief Dental Officer develops clinical staffing ratios and workflow patterns for front and back office staff focusing on opportunities to maximize efficiencies.
15. Monitors staff compliance with job duties and ensures staff is providing customer friendly, high quality patient care services.
16. Maintains a safe and healthy work environment by providing two way communication and an open door policy for problem-solving.
17. Serves as a liaison with the community and participates in roundtables and taskforces to promote the health center.
18. Develops strategies to increase patient visits and develop appropriate payor mix.
19. In collaboration with the finance department ensures billing and collections are occurring per policy and procedures and in a timely manner.

Job Qualifications and Skills:

1. Master's degree in a health related industry, business administration, and/or finance. FQHC experience required.
2. Knowledge of healthcare related policies and procedures; and non-profit management.
3. Ability to multitask and prioritize projects.
4. Ability to work independently and/or in a team collaborative setting.
5. Excellent customer service, leadership and motivational skills.
6. Excellent written and verbal communication skills.