JOB DESCRIPTION

JOB TITLE: Chief Operations Officer

REPORTS TO: Chief Executive Officer

DEPARTMENT: Operations

SUMMARY/OBJECTIVE:
The Chief Operating Officer position provides the management, administration and leadership necessary to ensure that the agency has the proper operational controls, administrative and reporting procedures, and appropriate personnel in place to effectively maintain and grow Family Health Care Centers of Greater Los Angeles, Inc. to ensure operating efficiency. The individual holding this position accomplishes this through a respectful, cooperative, constructive and energetic style, guided by the objectives of the agency.

ESSENTIAL FUNCTIONS:
1. Provides day-to-day leadership and management to a service organization that mirrors the adopted mission and core values of the agency.
2. Has the capacity to drive the agency to achieve and surpass business goals and objectives.
3. Ensures that all Health & Resources Services Administration (HRSA) related compliance, regulations and requirements are being met (19 conditions).
4. Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the agency.
5. Spearheads the development, communication and implementation of effective growth strategies and processes.
6. Collaborates with the management team to develop and implement strategic plans and goals for the operational infrastructure of systems, processes, and personnel designed to accommodate the current level and growth objectives of our organization.
7. Motivates and leads a high performance management team; attracting, recruiting and retaining required personnel; provides mentoring as a cornerstone to the agency.
8. Acts as a patient advocate through direct contact with every client, as applicable.
9. Assists as required, in raising appropriate valuations to enable the agency to meet growth objectives, patient retention goals, and reach patient flow goals.
10. Fosters a success-oriented, accountable environment within the agency.
11. Assists in the creation of policies/procedures (P&P’s) and protocols, as well as ensures adherence and compliance to all agency P&P’s.

12. Oversight of all program audits, program requirements, reporting mechanisms & compliance measures.

13. Develops and conducts program reviews.

14. All other duties as assigned.

**COMPETENCIES:**

2. Leadership.
3. Strategic thinking.
4. Results driven (with proven results).
5. Business acumen.
6. Decision making.
7. Fundamental knowledge of agency finance.
8. FQHC experience.
9. Program Experience: CHDP, CPSP, VFC,
10. Payor Experience: Medi-Cal, Medicare, Managed Care.

**SUPERVISORY RESPONSIBILITIES:**

This position has overall supervisory responsibility for all pertinent employees under their supervision.

**REQUIRED EDUCATION & EXPERIENCE:**

1. Bachelor’s degree in the area of health or related field, minimum.
2. At least eight years of strong operational experience.

**PREFERRED EDUCATION & EXPERIENCE:**

1. Master’s degree.
2. At least five years in a senior management role.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

1. Experience working in collaboration with:
   1. CMO (productivity, workflow, etc.);
   2. CFO (financial planning, analysis, etc.);
   3. H.R. (employing/dismissals, employee relations, counseling, onboarding, etc.)
   4. Information technology (reports, analytics, etc.)
2. Skilled in organizational development, personnel staff management, budget and resource development, and strategic planning.
3. Excellent people skills, with an ability to develop and partner with a dynamic leadership team.
4. Strong interpersonal and problem solving skills, to include persuasiveness, assertiveness, initiative and sensitivity when dealing with patients as well as agency staff.
5. Possesses personal qualities of integrity, credibility, and commitment to the agency’s mission.
6. Flexible, able to multitask; while guiding personnel toward solutions while setting priorities.
7. Demonstrated resourcefulness and fiscal prudence.
8. Familiar with programs related to Community Health Centers/FQHC’s.
9. Computer knowledge, a must (Excel, Power Point, Word).
10. Strong communication skills, both verbal & written skills. Ability to communicate effectively.
11. Ability to speak Spanish, preferred (not required).
12. Requires exceptional organizational skills.
13. Self-motivated to take initiative to ensure all tasks performed are completed and accurate.
14. Ability to multi-task, prioritize workload, and work under pressure of deadlines.
15. Ability to function self-sufficiently, requiring little supervision.
16. Willingness to adapt to changes in clinic schedules, agency growth and expansion.
17. Commitment to the mission and vision of FHCCGLA.
18. Flexible with occasionally working evenings or weekends, as required.
19. Transportation required. Will need to travel to FHCCGLA clinic sites, meetings, etc., as necessary.