OUR MISSION is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

OUR VISION: St. John’s Well Child and Family Center will be a leader, catalyst, and model for the best care, long-term community health improvements, and sustainable, health-enhancing system and structures in Los Angeles.

OUR CORE VALUES
Dignity
We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence
We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being
We promote and advocate for the full integration of our patient’s physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice
We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

JOB SUMMARY

The Chief Information Officer (CIO) is responsible for all information and data integrity matters of SJWCFC. The CIO will report to the CEO (or designee) and work closely with the Executive Team & Senior Leadership. CIO will also partner with senior leadership and the Board of Directors to develop and drive information technology strategies across the organization critical for cost-effective operations and long-term strategic success. CIO will lead and coach a staff of technology professionals, creating a high-performing team, performance plans and will also lead and coach others in the organization in maximizing efficiency via the use of technology-based systems and processes. CIO must adapt to a continually evolving environment, and thrive in an autonomous and deadline-driven workplace.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs a combination, but not necessarily all, of the following duties:

Strategy and Planning
• Align IT objectives and programs with the organization’s overall vision, strategies and objectives.
• Lead planning and implementation of all management and reporting systems, including practice management systems, client operations and internal communications.
• Develop IT solutions and business process re-engineering.
• Define, update and implement IT strategy, and manage IT across the organization.
• Define IT performance metrics based on the organization’s overall objectives; control performance objectives and IT budget.
• Develop, in concert with other senior leaders at SJWCFC, forward-looking models and initiatives that provide insight into the organization’s clinic operations, provision of care, and efficiency.

Management

• Manage and define all computer and communications activities within the organization.
• Plan and manage strategic IT initiatives.
• Manage IT applications portfolio.
• Manage IT projects.
• Manage the implementation of St. John’s Electronic Health Records (EHR) initiative; ensure that implementation does not result in any loss in productivity.
• Ensure day-to-day operations of all IT-related functions.
• Work with CFO to ensure timeliness, accuracy, and usefulness of financial and management reporting for federal, state and local funders, foundations, and SJWCFC’s Board of Directors.
• Hands on management of staff, including coaching, development, performance plans and goals with quarterly follow up, daily facilitation to monitor projects to completion etc.

Service

• Maximize the mix, and optimize the cost, of in-house vs. outsourced services.
• Establish strategic service provider partnerships.
• Define standards and architectures.
• Acquire software and hardware.
• Consolidate the IT process across the organization.
• Direct and ensure the responsiveness of data centers, technical service centers, help desks, communications networks (voice and data), and computer systems operations.

Policy and Community Relations

• Participate in organizational policy development as a member of the senior management team.
• Develop and lead policy development as it relates to Electronic Health Records (EHR) and other information management and technology-driven health care innovations.
• Represent the organization from a technology perspective to partners, coalitions, government and community organizations and technology trade groups; play a vocal and visible role.
• Remain up to date on health care-related technology innovation, and nonprofit and FQHCC technology-related audit best practices, including state and federal law regarding operations.

Risk Management

• Align IT risk management with organization-wide risk management.
• Manage and maintain the integrity of all electronic and optical books and records of the enterprise.
- Interact with senior management team to monitor and validate the organization’s compliance with information security policies; play a key role in defining these policies.
- Ensure compliance with Sarbanes Oxley security requirements and/or other standards.
- Ensure maintenance of appropriate internal controls and security-related procedures.

Supervisory Responsibilities

- IT Department.

Responsibility to Team:
Actively support assigned team/department by participating in and supporting all team/departmental initiatives, proactively communicating with supervision, meeting assigned goals and objectives, and committing to embracing process improvement initiatives.

Responsibility to Organization:
Actively support SJWCFC by consistently meeting St. John’s Mission, Vision, and Values; modeling positive interactions with patients, staff, and community; keeping informed of internal (e.g. policies and procedures) and external (e.g. legal or political matters) which may affect business.

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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- BA or BS Degree
- At least 10 years of experience as an IT Management; preferably in a comparable complex organization with a budget of at least $15M.
- Experience in a senior role, partnering with executive staff, resulting in development and implementation of IT, information management and business process management strategies.
- Significant experience in and knowledge of all facets of IT, including systems applications, database administration, financial systems, networks, telecommunications, computer hardware and software, etc.
- Deep experience in troubleshooting and crisis management.
- Experience hiring, developing and coaching teams
- Excellent written and oral communication skills.
- Demonstrated leadership ability, team management and interpersonal skills.
- Excellent analytical and abstract reasoning skills, plus excellent organization skills.

Licensure/Certification - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:
Language Skills
Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability
Ability to define problems, collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

Computer Skills
To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software.

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 sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception 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.

While performing the duties of this Job, the employee establishes and maintains effective work relationships with co-workers and customers, maintains regular attendance, understands and carries out a variety of oral and written instructions, has knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, has the ability to learn office principles, practices, and methods, understands filing systems, including numerical, alphabetical, and chronological, learns a variety of procedures, policies, and services of the assigned work unit or program, performs assigned duties with efficiency and accuracy and maintains confidentiality. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.
NOTE
The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Signature

Print Name ___________________________ Date ___________________________