

Job Title:	Chief Operations Officer	FLSA Status:	Exempt
Reports To:	Chief Executive Officer	Union Position:	Non-Union
Approved By:	Director of Human Resources	Department:	Executive
Approved Date:		Jobs Supervised:	Yes

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

Reports directly to the CEO. The COO is responsible for operationalizing organizational issues by managing the day-to-day operations of the organization including but not limited to: clinic operations, revenue generation, patient service programs, grant and contract compliance. This is a "hands-on" COO role providing leadership and direction to all employees. The COO is responsible for acting as a change agent -- building organizational efficiency, maximizing use of resources, and holding managers and staff accountable for specific results.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Develop and establish 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.

- Advance and develop efficiencies to improve clinic operations and increase revenue from patient care services.
- Institute and oversee best practices for clinic operations including patient flow, patient satisfaction and physician efficiency. Ensures each department has individual policy and procedures.
- Analyze, recommend and support practices seeking to improve performance on quality measures to engage in work redesign, changes in organization systems, policies and procedures, and quality improvement process within the organization.
- Seek and evaluate process improvement information, materials, and methods to match specific organizational needs as outlined by management and adapts them to use in the execution of process improvement events.
- Provide event follow-up to monitor the progress of planned improvement implementation to assure timely action, appropriate management support, and achievement of expected benefits. Uses appropriate measurement, analysis and evaluation methods to accurately identify and document process improvements.
- Coordinate with related departments and functions to assure appropriate information flow and understanding of overall process improvement direction.
- Work side by side with executives in developing transformational strategies in the adoption of process improvement and guide staff in the implementation and execution of process improvement tools and methods.
- Ensure the organization programs and grant requests are supported and cascaded down through the organizations infrastructure and operational plans
- Develop and adhere to best practices throughout the organization especially as they apply to clinic operations, infrastructure management and operating plans
- Direct and implement monitoring tools, metrics, reporting structures and trend analysis to track and manage minimal service downtime and optimal performance
- Participate in the Board of Directors meetings and makes presentations to inform and educate all members
- Collaborate with union management and employees for interest based bargaining negotiations, and all labor management meetings to improve overall efficiency and effectiveness of the organization
- Stay up to date on any and all legal matters pertaining to clinic operations and/or other department issues
- Manage non-professional staff in a supportive and professional manner providing guidance, constructive input and positive feedback
- Assist with selection and retention of senior management personnel
- Actively recruit and retain senior level employees

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

Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have a varied clinical experience, and the ability to document meticulously.

- Must have excellent process improvement skills and able to understand clinic functions and department interactions.
- Knowledge of regulatory compliance i.e., HIPPA, OSHA, HRSA, DPSP etc.
- Ability to manage and supervisor various positions and relate well to people from diverse ethnic populations.
- Able to interpret financial statements, develop and nurture vendor relationships for purchasing optimization.
- Willingness to work flexible hours in order to meet the organizations needs/demands.
- Healthcare and/or Business Administration background.
- Bachelors in business administration or healthcare administration preferred, Master's degree highly desirable
- Minimum of five years of progressively responsible administration experience in healthcare industry.

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:

- Valid CA Driver's License and car required for travel to different clinic sites and community events

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. Bilingual English/Spanish (read, write, speak) required.

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