



Company Overview: Eisner Health

Eisner Health is one of the largest providers of accessible free, or low-cost health and social services in Los Angeles County. As a Federally Qualified Health Center, we serve as a safety net for the most vulnerable in LA County and are on the frontlines of providing care in some of our most underserved neighborhoods. We are proud to provide care to all patients, regardless of their insurance, ability to pay, or immigration status. Eisner Health is a quality-focused, federally qualified nonprofit community health center dedicated to improving the physical, social, and emotional well-being of people in the communities we serve, regardless of income.

Encompassing 16 sites throughout Downtown, Central, South Los Angeles, and the San Fernando Valley, we provide vital services every year to approximately 50,000 individuals and families. Our services include comprehensive medical, dental, nurse midwifery and OB/GYN services, prenatal education, pharmacy, optometry, behavioral health care, as well as case management and referral services.

Position Overview: Chief Operating Officer

Responsible for providing leadership, direction and day-to-day management of the Center including:

The development and implementation of programs, practices, systems and operations for the Center which lead to achievement of health system goals, defined service levels (as measured by number of patients, number of visits, breadth of ancillary services) and quality outcomes (as measured by clinical quality, patient satisfaction, staff satisfaction and customer care metrics)

Establishes high work performance standards for the staff and provides the training, motivation, and assistance needed to maintain those standards. Coaches and mentors as much as manages and directs to achieve performance. Elicits ideas from all levels of the organization; considers ideas from diverse perspectives as valid and worth exploring. Creates an environment where multiple perspectives are sought, considered, and implemented.

The clinical care and clinical-related operations of the Center, including direct management and oversight of clinical and ancillary departments, and certain non-clinical functions (e.g., facilities)

Monitoring systems and daily operations, formally and informally, including departmental objectives, policies, procedures and standards; integrates and coordinates operations in the clinical departments with support services in an effective, cost efficient manner. Establishes data-driven systems for measurement and accountability standards.

In the absence President and Chief Executive Officer, the COO is the designated Administrator of the licensed clinics.

Position Requirements:

Working knowledge of large, multi-site, outpatient healthcare administration and operations, with a managed care focus, in a cost-constrained environment

Thorough understanding of outpatient and managed care principles and systems

Demonstrated ability to effectively manage multiple activities within multiple departments and at multiple sites

Demonstrated leadership and management skills to supervise a large organization of 400 – 700 employees, through other managers, including excellent interpersonal skills

Strong ability to build positive relationships throughout the Center

Demonstrated organization, problem-solving and time management skills

Ability to be flexible and work in a changing environment

Ability to work effectively with people of diverse cultures, ages and backgrounds, and a commitment to diversity and inclusion

Very effective communications skills sufficient to write comprehensive reports and policies; study and interpret legal documents; and develop/implement presentations for management, staff and others.

Ability to work effectively as a team player.

Ability and willingness to work outside of customary business hours as circumstances warrant, including early mornings, evenings, and weekends.

Current California driver's license, State-required insurance and a driving record acceptable to the Center's insurance carrier, when using personal vehicle on Center business.

A keen appreciation and understanding of the Center's mission and philosophy.

How to Apply:

Eisner Health is partnering with UHC Solutions to recruit for the Chief Operating Officer position. Please direct all inquiries to their firm and they will provide more information on the opening.

Contact Information.

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Director of Executive Recruitment

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