



The Venice Family Clinic (VFC) is seeking applications for an experienced and dynamic Chief Operations Officer to join its leadership team.

VFC is a leader in providing comprehensive, high-quality primary health care to people in need with compassion, dignity, and respect. Founded in 1970, VFC is now a leading community health center that serves patients from across Los Angeles. In November 2021, VFC merged with South Bay Family Health Care, uniting more than a century of experience helping patients regardless of their income, insurance, or immigration status. The organization currently has more than 500 staff who serve 45,000 people from the Santa Monica Mountains through the South Bay; it spans 17 locations plus three mobile clinics and an expansive street medicine program for people experiencing homelessness. Since its inception, VFC has continued to expand the scope and comprehensiveness of its services to meet the community's needs with an innovative, integrated approach that addresses the unique combination of clinical and social factors affecting its patients' health.

Read more at www.venicefamilyclinic.org.

Reporting directly to the CEO, the Chief Operations Officer (COO) will be responsible for overseeing the day-to-day operations of the Venice Family Clinic, including supervising, coordinating, and directing the activities of the VFC programs and services, ensuring they are delivered effectively and efficiently. The COO will seek to improve processes using accepted best practice methodologies in addition to standardizing operations across the many Clinic locations. The COO is also expected to provide constructive coaching to managers and direct reports, while modeling accountability. As a key senior leader, the COO's work across the organization with various operational, clinical, and other stakeholders will have a significant positive impact on the quality of care delivered to patients of VFC.

Other key responsibilities include:

- Provide leadership for integration of the VFC mission, goals, and objectives.
- Uphold the principles of collegiality, collaboration, and accountability, while influencing others to enthusiastically demonstrate these attributes to all patients served.
- Plan and partner effectively with senior management, including expanding/improving existing programs and/or developing, implementing and managing new programs.
- Effectively communicate a commitment to the Clinic's mission, goals, objectives, and programs with all stakeholders.
- Seek ways and means to improve the delivery of health care in the Clinic's service areas.
- Organize VFC operations through an appropriate administrative structure, departmentalization and delegation of functions.
- Broad functional responsibility for general and clinical operations across the Clinic, as well as direct supervision of departments within those areas.
- Responsible for ongoing operation and management of clinic programs and support services.
- Ensure that clinic services are safe, efficient, effective and support patient access. This includes management of facilities, resources and staffing.
- Accountable for creating, updating, maintaining, and implementing policies and procedures and for ensuring that staff are trained on any changes.

- Lead and facilitate adherence to successful business and operational standards and enforce accountability for meeting those standards.
- Ensure the support services and programs meet and comply with regulatory agencies, program regulations and payer requirements.
- Identify major deficiencies in the operations and performance of the various programs and institute corrective actions.
- Accountable for ensuring programs and services are effective and performing at a high level, including appropriate scope, quality and cost.
- Partner with CMO and CSO to manage quality and consult with medical, dental, and patient care staff concerning the quality of patient care within the Clinic facilities.
- Oversee initiatives and other key projects, as delegated by the CEO.
- Collaborate with development on securing funding for programs and oversee appropriate management of deliverables and budgeting related to gifts/grants.

Qualifications:

- Bachelor's degree or equivalent work experience; Master's degree preferred.
- Program development skills, including experience in creating and implementing programs and initiatives.
- Financial and personnel management skills.
- Understanding of regulations, laws and programs that directly impact clinic operations and delivery of health care services to the population served by VFC including HIPAA.
- Initiative and keen judgment involving directing operations.
- Problem solves effectively and makes sound decisions by analyzing variables, data and trends.
- Excellent strategic and critical thinking skills.
- Must possess strong written and verbal communication skills.
- Must be able to deliver effective presentations.
- Fosters a work environment that prioritizes excellent customer service.
- Interpersonal skills to interact effectively with individuals of diverse socio-economic backgrounds.

Diversity, Equity, and Inclusion are core values of the Venice Family Clinic. We believe the professional and clinical environments are enhanced when diverse groups of people with diverse ideas come together.

The University of California, Los Angeles is required to provide a reasonable estimate of the compensation range for this role. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience. The full salary range for this position is \$165,100.00 - \$425,500.00 Annual.