



## Job Posting

**Title:** Chief Operating Officer

**Base Salary Range:** \$200,000-\$260,000 plus benefits

**FTE:** Full-Time - Exempt

**Our Mission:** The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

**General Summary:** The Chief Operating Officer is under the direction of the CEO, the COO implements, manages and evaluates Clinic activities to ensure effective delivery of culturally and linguistically appropriate services. Oversees day-to-day operations of the clinics. COO is responsible for the overall operations of the health center(s) and in collaboration with the executive management team, fulfills the vision of the organization through the implementation of the strategic plan to ensure the mission, goals and objectives of the organization and those it serves are being met.

- Collaborate with CEO in setting and driving organizational vision, operations strategy, and hiring levels.
- Translate strategy into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning.
- Analyze internal operations and identify areas for process enhancement.
- Implement business strategies and plans that align with the short- and long-term objectives developed with CEO.
- Oversee company operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met.
- Responsible for ensuring effective and efficient delivery of all clinic services and oversight of daily clinic operations and clinical staff at clinic sites.
- Monitors site operations to ensure clinical productivity meets established standards and periodically reports on progress to CEO, CFO, and CMO.
- Collaborates with CMO to manage provider schedules and appointment scheduling process.
- Consults and coordinates with CMO on development and implementation of new clinical programs and major operational modifications.
- In collaboration with the CFO, review the financial/billing/reimbursement aspects of operations including Medi-Cal Managed care Capitation and all County and State funding programs.
- Participate in strategic planning and budgeting financial management.
- Collaborates with CEO in acting as liaison with city, state and national community clinic associations and governmental agencies.
- Responsible for establishing and overseeing risk management and clinic compliance programs (ie, CLIA, OSHA, BPHC, DHS, CMS, HIPAA, etc.)
- Reviews and coordinates operational and clinical preparation for performance reviews, audits, and other private and governmental agency inquiries into clinic functions. Ensure timely response to audit findings.
- Prepares and evaluates operational responses to environmental or man-made disasters and emergencies. This is to include the preparation of disaster preparation policies and procedures, as well as, necessary staff training and evaluation.
- Maintains oversight over physical plant operations including supervision of physical plant staff and contracted agencies.



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- Works closely with other executives to develop and carry out major plans, coordinate operations of all divisions to complement companywide goals, and ensure that operations are being executed in accordance with policies and leads Board of Directors through the creation of organizational strategic plans.
- Carries out negotiations with other companies regarding such proposed actions.
- Provides representation and maintains close working relationships with the Community Clinic Association of Los Angeles County (CCALAC), the California Primary Care Association (CPCA), National Community Clinic Association (NACC), all public officials and other relevant community or civic agencies or activities.
- Oversees development, evaluation and implementation of all federal, state and local public/private diverse funded base.

### **Education and Experience Knowledge:**

- Required: BA Degree in public administration, public health, business administration, health care administration, law or other related field.
- Preferred: MA Degree in public administration, public health, business administration, health care administration, law or other related field-preferred.
- Knowledge of community clinic administration.
- Knowledge of local, state, and national health care issues and policies and potential impact on low income patients.
- Required: Must have minimum 5 years managerial experience as COO of a medium to large nonprofit, community clinic, or public sector organization.
- Required: Must have 5 to 10 years' experience in healthcare delivery systems to uninsured and underinsured.
- Required: Must have experience working with regulatory compliance requirements of Federally Qualified Health Centers (FQHC), and other national, state and local government health programs and funding institutions.

### **Skills and Abilities**

- Knowledge of fiscal management and human resource management techniques.
- Knowledge of governmental regulations and compliance requirements.
- Demonstrated management and financial skills in dealing with all phases of business operations.
- Knowledge of health care administration systems.
- Excellent leadership skills with demonstrated ability to effectively lead in a changing environment.
- Skill in developing comprehensive reports. Ability to analyze and interpret complex data.
- Skill in developing and maintaining Center quality improvement.
- Excellent and effective written and verbal communication skills.
- Demonstrated management and financial skills in dealing with all phases of business operations.
- Preferred: Bilingual skills.
- Preferred: 5 years of C-level experience in a large private/public healthcare company or medium hospital/community clinic.

**Top benefits or perks:** As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement Plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.



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### **Contact/application information:**

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>