



Job Description

Job Title: Chief Operating Officer

Effective Date: 03/10/2025

Reports To: Chief Executive Officer

FLSA Classification: Exempt – Executive, Salary

Purpose:

This position is responsible for strategically leading UCNW's Medical, Dental, Support Services, Way Station, and Care & Case Management program operations, and for achieving continuous improvements in operational efficiencies and effectiveness.

Primary Responsibilities and Duties (Essential Functions):

1. Responsible for strategically leading UCNW's Medical, Dental, Support Services, Way Station, and Care & Case Management Operations to achieve industry standards in productivity and effectiveness.
 - a. Works in partnership with UCNW senior leadership to set the strategic direction for health center operations.
 - a. Serves as a key advisor to the CEO, Senior Leadership Team, and Board of Directors on operational efficiencies, effectiveness, emerging evidence, and best practices.
 - b. Guides the agency's strategy, activities, and communications related to operational performance including efficiencies and effectiveness.
 - c. Assesses operational needs and strategic opportunities to enhance structures, processes, and practices in support of safe, timely, effective, efficient, equitable, and patient-centered care.
 - d. Facilitates innovation, collaboration, sustainability, and ongoing improvements in the provision of team-based, whole-person care.
 - e. Ensures identification and successful implementation and spread of internal and external best practices.
 - f. Reports information on operational plans, activities, and performance to the CEO, Board Executive Committee, and full Board of Directors.
 - g. Manages and fosters relationships with outside organizations related to operations.
2. Provides overall leadership and direction to Operations Managers and their teams.
 - a. Directly supervises and provides ongoing mentoring of Medical and Dental Operations Managers, Support Services Manager, Way Station Health & Hygiene Manager, Care & Case Management Program Manager, and Senior Administrative Assistant.
 - b. Oversees the development of departmental budgets in partnership Clinical Directors; monitors ongoing budgetary adherence, and addresses problems as needed.
 - c. Ensures development, implementation, and revision of operational policies, procedures, and workflows, and ensures these are effectively communicated throughout the organization.
 - d. Supports direct reports in development of departmental goals and performance objectives based on overall strategic and operational plans.
 - e. Ensures employees receive instruction/training needed to successfully complete their assigned job responsibilities.
 - f. Holds self, direct reports, and their teams accountable for timely, high-quality effort and outcomes.
 - g. Monitors team and individual performance using company and industry performance standards and addresses issues as needed.
 - h. Represents operational interests of UCNW at all appropriate agency meetings.

- i. Prepares and conducts performance appraisals for direct reports, including establishment and implementation of developmental plans; reviews performance appraisals conducted by direct reports.
 - j. Performs hiring, promotion, disciplinary actions, and terminations.
3. Provides strategic leadership and direction to the organization as an active, contributing participant in senior-level planning and management.
 - a. Serves as a member of the senior leadership team of the organization, participating in robust dialogue and debate and contributing to organization-wide decision making and implementation of initiatives.
 - b. In partnership with other senior organizational leaders, defines organizational priorities and develops strategic and operational plans for the organization.
 - c. Develops and implements strategic and integrated operational plans for UCNW's medical, dental, support services, Way Station, and care & case management programs, aligning them with organization-wide goals and objectives.

Qualifications

General Professional Development:

1. Self-Direction:
Develops priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
2. Analysis Skills:
Analyzes data and presents results using both established tools/techniques and individually developed creative methods; draws both objective and subjective conclusions, using inference and logic, in presenting results.

Professional and Technical Knowledge:

Formal Knowledge & Training

1. General Educational Development

Possesses advanced general skills, including written and verbal communications skills, computational and computer skills, and mathematical knowledge at a level typically acquired through completion of a general bachelor's degree program.

2. Underlying Level of Specific Professional Knowledge

Possesses the equivalent of extensive formal training in Business Administration, Health Care Operations, and/or Public Health, including an understanding of the application of the theory and practices of the profession to the operations of the organization, usually in the form of a Master's Degree (or other applicable extended training program).

3. Expertise

Possesses a full understanding of the theory behind how procedures and practices in Business Administration, Health Care Operations, Public Health, and Improvement Methodology are developed, beyond how they are used at UCNW.

4. A minimum of five years progressively responsible experience in health care operations required.
5. Prior supervisory experience required.
6. Prior experience in a federally qualified health center strongly preferred.
7. Advanced degree in health-related field strongly preferred.
8. Training and experience in a health care setting strongly preferred.

Technical Skills:

1. Specific Technical Skills

- a. Knowledge of process improvement and facilitation, communication and problem solving skills, and a 'team' orientation.
- b. Ability to work collaboratively with clinical directors in design of health center operations and function effectively within a senior management team responsible for success of the organization as a whole.
- c. Ability to clearly outline staff expectations and accountabilities, and to ensure effective, collaborative outcomes.
- d. Proficiency in computers (e.g. Microsoft Office products), phones, fax machines, printers, scanners, and copiers.
- e. Proficiency in organizing and prioritizing workload in a dynamic and ever-changing environment.
- f. Ability to maintain an effective and positive professional working relationship with staff and patients at all times.
- g. Ability to understand and respond effectively and with sensitivity to special populations served by UCNW. Special populations include but are not limited to those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability, migrant and seasonal workers, and homelessness.

2. Word Processing Skills

Prepares more complex documents in Microsoft Word, including creating tables, charts, graphs, and other elements, in addition to basic functions.

3. Spreadsheet Skills

Uses Microsoft Excel to analyze data, including the use of formulas, functions, and other standard spreadsheet elements, in addition to basic functions.

4. Graphics/Presentation Skills

Creates basic presentations in Microsoft PowerPoint.

5. Email Skills

Uses Microsoft Outlook for basic email correspondence and calendar.

6. Human Resources Information System Skills

Uses Paylocity as a supervisor for managing applicant and employee HR/Payroll functions such as recruiting, performance, time and labor, and payroll, in addition to basic functions.

7. Learning Management System Skills

Uses learning management systems (Relias, Ryan Dowd, etc.) as supervisor to assign training, monitor completion, in addition to basic functions.

Communications Skills:

1. Basic Interactions Level

Possesses ability to effectively communicate not only facts or the results of analysis, but the employees' opinions and extrapolations of information they collect and synthesize/analyze.

2. Problem Resolution Level

Able to resolve significant conflicts that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities, or governmental authorities. Resolves conflicts which could not be effectively resolved by lower-level staff.

3. Written Communications

Prepares results of research and analysis, including conclusions and recommendations, effectively using tables, charts, graphs, and other visual forms.

4. Oral Communications

Prepares and effectively executes presentations of information and analysis to groups.

Physical Demands and Work Environment:

Ability to effectively interact and communicate with peers, staff, patients, board members, clients, and external partners and stakeholders.

Ability to work in a standard climate-controlled office environment with artificial lighting.

Work is generally performed in a complex, fast-paced health care office environment with frequent interruptions and occasional crisis situations.

Supervisory responsibilities:

Dental Operations Manager, Medical Operations Manager, Support Services Manager, Way Station Health & Hygiene Manager, Care & Case Management Program Manager, Senior Administrative Assistant.

Travel required:

Ability to travel occasionally to other UCNW sites as needed and to attend and present at conferences, seminars, and workshops.

Blood-Borne Pathogens Exposure: Risk level: No Risk.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.