

Northwest Colorado Health

Chief Operating Officer

General Statement of Duties:

An exempt, executive position which plans, directs, and monitors the operational functions of the Agency.

Supervision Received:

Works under the general supervision of the Chief Executive Officer.

Supervision Exercised:

Directly supervises designated Administrative Assistant, Technology Coordinator, Home Services Director, Director of the Community Health Center, Medical Director, Dental Director, Behavioral Health Director, Director of Prevention Services and others as designated.

Essential Functions:

1. Assists in the development and helps establish long and short-range strategic objectives, operating business plans, policies, and compliance activities.
 - Recommends new programs or data management systems based upon evaluation of agency needs and available resources.
 - Continually evaluates agency systems and staffing patterns based upon industry trends and utilization of programs in conjunction with agency mission.
 - Develops and manages department budgets, review of grants, and department specific contracts. Effectively manage staffing to budgeted FTE.
 - Works with other agency staff, Board of Directors, or designated sub-committees as appropriate to achieve goals.
 - Provide policy and procedure development and review ensuring compliance with local, state and federal regulations and laws.
2. Provides input to help ensure organizational growth for operation and financial performance.
 - Leads program teams to develop annual plans and methods of tracking and sustainability.
 - Leads and coordinates operations to provide access to affordable, high-quality services.
 - Manages operations to meet productivity, financial, customer service, and quality standards.
 - Work closely with Directors to ensure that Quality Improvement initiatives and outcomes are achieved.
 - Partner with Human Resources to support staff.
 - Plans, develops, and manages service line budgets with the support of the finance team.

3. Participates in overall project management of strategic goals including planning, development, implementation, and coordination of those initiatives within the scope of all services and business units.
 - Plans, develops, and manages multi-year work plans.
 - Responsible for project communications and sustainment.
 - Provides administrative oversight and support for the collaborative partnerships and committees in the communicates we serve.
4. Oversees facility planning and maintenance for existing facilities and other infrastructure.
 - Monitors facility needs and responds to requests for maintenance and upgrades.
 - Participates in strategic planning for facilities and other infrastructure (IT, vehicles).
 - Works collaboratively in developing the annual budget for ongoing maintenance, equipment upgrades, and other infrastructure requests.
5. Serves as an organizational leader.
 - Support Directors and act as an internal consultant to leadership.
 - Promote staff wellness and balance by leading by example.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

Bachelor's degree in a health related area, business administration, or related field required. Master's Degree preferred.

Experience:

Five to seven years supervisory experience in the health care field or administration. Project management and leadership experience required. Agency program and department knowledge preferred.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$100,000 and valid Colorado driver's license.
2. Current immunization history, after job offer and before starting job.

Skills:

1. Supervisory skills.
2. General office skills, utilization of computers and other office equipment.
3. Understands basic accounting practices, pay source requirements, insurance claims processing, and collection processes.

Knowledge:

1. Knowledge of computer systems, Microsoft Word, Outlook, etc.

2. Knowledge and understanding of agency programs and mission statement.
3. Knowledgeable of public relations, fund development, grant/proposal writing and communication principles and practices.

Abilities:

1. Must be able to communicate effectively and professionally with staff, patients, family, and commercial or regulatory agency staff, using appropriate customer service skills.
2. Ability to develop and implement long range plans, business and marketing plans; and facilitate day to day operations.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Accepts responsibilities of senior management team member with agency-wide purview and commitment to effective team functioning and results.

Equipment:

1. Daily use of telephone, copier, computer, printers, and other office equipment.

Working Conditions:

1. Position is in a well lighted, accessible office environment, and involves sitting approximately 80% of the day, walking, or standing the remainder.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date,
(Print Name)

I have received the following job description for my present position.

Signature of Employee: _____

Date: _____