

Chief Operating Officer

Full-time

Position Summary

Reporting to the President and Chief Executive Officer, the Chief Operating Officer will direct, administer and coordinate the clinical operational activities of the health center. The COO will work closely with the President and CEO regarding matters of health center importance. These responsibilities include management of assigned staff, budgets, compliance, policies and procedures, as well as serving as liaison between the Office of the CEO and operational staff members. In addition, the Chief Operating Officer will have oversight for Joint Commission, Compliance, Credentialing and Provider Enrollment of all fully licensed providers. The Chief Operating Officer will also collaborate with the Chief Medical Officer to oversee the health center's risk management program.

Primary Responsibilities

1. Develops and executes plans, policies and programs that support the efficient delivery of patient services. These include oversight of managers for patient registration, call center, practice management and plant/facility management.
2. Ensures resources are provided to support quality, quantity and delivery of patient care. Work with CFO to develop, implement and maintain budgets insuring operations are managed within established guidelines. Monitors budget performance as it relates to the COO areas and develops strategies for improvement and/or correction of variations from budget as necessary. Provides leadership and direction for site in maximizing revenues and minimizing operating costs/expenses in departments that report to the COO.
3. Works closely with the CMO (Chief Medical Officer) as well as with clinical/operation managers to ensure clinical efficiencies are met; evaluates existing policies, procedures, programs and services and identifies opportunities to promote on-going performance improvement as well as the highest standards of patient care.
4. Ensures all organization activities and operations are carried out in compliance with local, state and federal regulations, Joint Commission standards, regulations and laws governing health care operations.
5. With the CMO, responsible for development and implementation of health center risk management program to assess and minimize risk and promote patient safety and quality care. Supports the CMO for clinical risk issues, as needed. Supervises the Compliance Coordinator who coordinates the day to day responsibilities relative to the risk management program and associated activities.
6. Is a proponent of the Improvement process. Initiates and evaluates strategies which improve patient care and departmental services. Participates in Health Center-wide quality assurance activities as requested. Assesses sites needs and recommends changes as needed.
7. Handles issues on behalf of the CEO when necessary relating to patient issues, provider issues, Partnership issues (i.e. BMC, CSHC, etc.). Provides analysis and strategic consultation to the CEO on major issues affecting the Health Center. Works to insure optimum program utilization, cost-containment, departmental resource sharing and quality of services provided.
8. Provide leadership, guidance and direction to managers and staff to assure department are effective and efficient.
9. Evaluates organizational structure and reporting relationships to insure performance standards are met.

10. Maintain open lines of communication with subordinate departments.
11. Participate in meetings and committees regarding goals, vision and strategic plans for the health center and clinical services.
12. Represent the health center departments and programs at meetings internally and externally.
13. Function as the CEO in the absence of the CEO.

Skills Required

- Master's Degree in health care administration, public health, business administration or related field. Clinical experience a definite plus.
- Senior level Leadership and operations experience within a diverse workforce environment.
- Five plus years experience of increased professional responsibility and administrative experience in health care field.
- Strong business sense with policy setting ability.
- Excellent communication skills across all level of an organization both verbal and written.
- Team player with proven people management skills and collaborative approach.
- Ability to incorporate organization's values internally across staff and externally in the community.
- Reengineering, change agent and change implementation successes.
- Community health experiences a plus.

For consideration, please forward resume and salary requirements to:

DotHouse Health
Attn: Human Resources Department
1353 Dorchester Avenue
Dorchester, MA 02122
Fax (617) 740-2310
dhjobs@dothousehealth.org

EOE

8/9/2017