



Chief Operations Officer Job Announcement

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of improving the health of our patients and the community and to advocate the feminist goals of social, political, and economic equality. Now, 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC unites a professional, dedicated staff providing evidence-based, integrated, and compassionate services to all people, regardless of circumstance. We work as a Team to fulfill our mission so that all of our patients have access to comprehensive, quality health care. We have a Team-Based Care model with an advanced Integrated Behavioral Health practice to serve all the needs of our patients and to support our employees in reaching their full potential. As a Health Care for the Homeless grantee, we serve many patients with numerous complex medical, social, and emotional needs. And we've also invested heavily in a Pediatric Center of Excellence to advance prevention with a specific focus on prenatal and early childhood services.

Over the next three years, SCCHC is planning an exciting expansion in the heart of Live Oak in partnership with Dientes Community Dental Care and MidPen Housing, an affordable housing developer. This health and housing hub will serve up to 10,000 people and offers substantial new opportunities to better serve our patients. The COO role will primarily focus on operational readiness for this move while participating as a key member of the internal expansion team.

We seek a highly motivated, courageous leader, committed to our mission, able to lead change and support colleagues with a relentless focus on our patients and their experience. If you are seeking a place to make a contribution to the health of your community, advocate health care as a human right, implement evidence-based care, and work in a highly-regarded health center with strong partnerships throughout the community, we welcome your application!

POSITION SUMMARY:

Under the supervision of the Chief Executive Officer (CEO), the Chief Operations Officer (COO) is responsible for the general operations of Santa Cruz Community Health Centers. The COO translates vision, mission, and strategy into operational tactics building organizational infrastructure and maximizing capacity utilization. The COO is a key member of the Executive Leadership Team which is responsible for strategic planning; setting agency goals and direction; and maintaining alignment with SCCHC's mission and vision. This position plays a driver role in leading and directing the Leadership Team.

In collaboration with the Executive Leadership Team, management teams, and general staff, this position acts as a facilitator, planner, developer, communicator, and change agent to ensure that SCCHC initiatives are implemented and improved. The position is key in leading capital and facilities expansion projects based on SCCHC 2019 All Rights Reserved

operational, patient, and staffing needs. The COO provides leadership and oversight to operations directors and managers to ensure the efficiency, effectiveness and consistency of operations. The COO is responsible for promoting and complying with the organization-wide policies, strategic initiatives, and philosophies. The COO acts as the primary Privacy Officer and Compliance Officer ensuring that the organization conforms to all applicable Federal, State, and Local laws; HIPAA and other privacy regulations; and HRSA and other compliance and regulatory agencies.

The COO ensures that patients receive excellent customer service and that health center operations are conducted in support of the Patient Centered Medical Home Model. The COO is an exemplary model, for both staff and patients, for professionalism, respect, customer service, compassion, and the values of equity and inclusion as expressed by our organization's mission.

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

STRATEGIC/LEADERSHIP

- With Leadership Team leads and facilitates organizational change efforts supporting key initiatives and strategic implementation
- Promotes and complies with established organization philosophies, strategies, initiatives and policies
- Ensures that all operational elements of the strategic plan are implemented, and targets, benchmarks, and ultimate outcomes are achieved
- Works with other Executive Leaders in developing transformational strategies in the adoption of process improvement and guides staff in the implementation of process improvement tools and methods
- Participates in and ensures the development of organizational guidelines, protocols, policies and procedures in accordance with funding source requirements and State and Federal law.
- In conjunction with CEO, responsible for the development of operations plan and coordinating corresponding budgets reflecting the volume, revenues, expenses, staffing and capital needs of SCCHC
- Provides supervision and direction to the Ops Management team
- Plays a key role in the coaching, development and mentoring of Ops Management and Staff

CLINICAL OPERATIONS

- Leads clinical operations staff and systems that include the agency's Call Center, Medical Assistants, Health Services Department, Front Office, Referrals, and Medical Records.
- Responsible for operationalizing strategic objectives of SCCHC and providing tactical support and direction to site leadership
- Analyzes systems and process improvement opportunities to increase and improve operational efficiency through capacity utilization
- Links regulatory compliance requirements and PCMH recognition with the day-to-day work and the implementation of supportive and complimentary systems, processes and goals
- Participates in the development and implementation of the quality improvement and practice transformation program at the health centers
- Supports each health center in the preparation of accurate and appropriate operational budgets for each site and monitors adherence
- Oversees the development and improvement of processes, procedures, systems and successful communication mechanisms to improve health center efficiency and patient and staff satisfaction

- Moves Team-Based Care forward, maximizing capacity utilization and promoting the Team Based Care model
- Implements innovative systems and processes to improve efficiencies and support quality care
- Recommends expanded and additional services based on patient and community needs
- Oversees new service line implementation
- In conjunction with the CMO, works to enhance provider efficiency and, when necessary, assists in resolving clinic related issues

FACILITIES & EXPANSION

- Participates in forecasting and planning support of capital and projects
- Based on projected enrollment rate, visits and utilization, monitors the impact of growth on the facility's existing space plan; proposes, plans and directs facility expansion and enhancement projects
- Instrumental in facilities design and space planning for capital and facilities expansion projects
- Ensures problem resolution of utilization of facilities, equipment, and supplies for the organization
- Oversees building improvements and general maintenance
- Supervises Facilities department staff

SAFETY & COMPLIANCE

- Ensures agency compliance with HRSA, CCAH, Santa Cruz County, and other appropriate State, Federal, and local regulatory requirements
- Responsible for ensuring program and corporate compliance with primary health care policies and procedures, external regulatory agencies, and other professional review and standards boards such as: HRSA, NCQA, OSHA, HCFA, CLIA and others
- Acts as the agency's Privacy Officer
- Reviews all incident reports
- Supervises Safety and Emergency planning procedures and requirements
- Acts as the agency's Compliance Officer
- Oversees; Safety & Compliance Coordinator, safety and compliance committees, efforts, activities, monitoring and reporting
- Provides general oversight for agency's Quality Assurance (Compliance) program
- Serves on Quality Improvement Committee and collaborates to develop and manage the annual QI and Practice Transformation Plan

QUALIFICATIONS

Requires a minimum of 7-10 years' of experience in a health care setting, preferably an FQHC. Experience working in a highly service-oriented environment where metrics and measurement tools are leveraged to assess results; experience working with multiple departments and agencies, community organizations, advocacy groups and other related non-profits. Background in Public Health, Business Management, or Health Care Management. Operations and Budgeting experience required. Strong analytical skills, organization skills, and communication skills a necessity. Must possess thorough experience and understanding of a full range of business functions and systems including but not limited to; strategic development, planning, budgeting, business analysis, facilities management, finance, information systems, community development and outreach.

- Capacity to manage multiple tasks and projects, manage shifting and competing priorities, and remain organized.

- Understanding of confidentiality and experience working with sensitive documents and information.
- Able to work independently and follow directions with minimal supervision, while asking for clarity when needed.
- Able to remain calm, professional, and focused under pressure to perform and meet deadlines.
- Able to navigate interpersonal communication and compose clear and professional written business correspondence.
- Strong writing and presentation skills.
- Bachelor's Degree and industry related experience and/or equivalent demonstrated work experience required.
- MPH, MHA, or MBA preferred.

SALARY AND BENEFITS

This is a full-time, exempt position with a base salary of \$125,000-\$150,000 depending on experience. SCCHC offers a competitive compensation and benefits package, including; Paid time off and paid holidays which accrue from date of hire; Employer subsidized group health, dental and life insurance the 1st of the month after 30 days of employment, and an Employer sponsored 401K plan with 2% retirement match.

APPLICATION PROCESS

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources via HR@SCHealthcenters.org. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).