



## CHIEF EXECUTIVE OFFICER JOB DESCRIPTION

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, nearly 50 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

### APPLICATION PROCESS:

Only applications submitted through the following link will be considered: <http://tinyurl.com/SCCH-CEO>

### POSITION SUMMARY/SCOPE:

The Chief Executive Officer (CEO) of Santa Cruz Community Health champions its 50-year tradition of forging an equitable health care system, seeking justice for marginalized people, and creating opportunity through individual and population health strategies. Accountable to the Board of Directors and SCCH's Mission, the CEO aligns SCCH's financial, clinical, and operational resources and talent to meet its present and future goals. The CEO cultivates strategic external partnerships to advance integrated services, evidence-based solutions, and progressive public policies to ensure the health of its patients and the community. The CEO embraces and advances a culture of diversity, equity, and inclusion within a spirit of teamwork, compassion, and staff empowerment. In particular, the CEO supports a strong Leadership Team to achieve results. The CEO must have incisive analytical and problem-solving abilities to address complex issues facing both patients and staff. As the face of SCCH, the CEO demonstrates humility, perseverance, clear communication, and a deep understanding of the public health issues facing our patients, our community, and our staff. Santa Cruz Community Health is committed to fostering an inclusive and diverse workplace that reflects the communities we serve. We encourage and welcome applications from candidates of all backgrounds, experiences, and perspectives.

**Reports to:** Board of Directors (BOD)

**Classification:** Salary, Exempt

**Normal work hours:** 8am – 5pm, Mon - Fri (flexible)

**Work Location:** Hybrid of remote and on-site work



## CANDIDATE QUALITIES:

The CEO is expected to carry out all their responsibilities by exemplifying our mission: "to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality."

- **Humility and Compassion:** The CEO will demonstrate high emotional intelligence and show curiosity, empathy, and care toward our patients and staff, ensuring that our programs continue to improve the health outcomes of everyone in our community. They will be transparent and accessible, offering opportunities for engagement at all levels of the organization, listening and incorporating feedback into decisions that impact our patients and staff, and cultivating trust and building confidence in our organization.
- **Passion for our Mission:** The CEO will be a source of inspiration and motivation and demonstrate a deep commitment to our work. They will honor and uphold the values of our organization by prioritizing our JEDI (Justice, Equity, Diversity, and Inclusion) principles rooted in our feminist origins and history.
- **Innovation and Vision:** SCCH has grown dramatically in the past ten years. The CEO will have a clear vision for our future and be able to articulate an explicit path toward what lies ahead while establishing clear priorities. The CEO will be able to lead the community through change, understanding and balancing the needs of the community with innovative operational approaches, leveraging technology to achieve efficiency and process and operational improvements, and creating a culture of accountability.
- **Advocacy and Collaboration:** SCCH is an integral part of a whole system that requires the ability to collaborate with diverse external partners and build strong relationships across the entire community. The CEO will also be an ardent advocate for policies that reflect our values at the local, state, and national stages.

## CORE JOB RESPONSIBILITIES:

### ESSENTIAL FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO, BOARD RELATIONS (25%)

- Ensures the Board receives timely, transparent reporting on operations, finances, clinical quality, and risk management activities, with more detailed communication provided to the Board Chair and Executive Committee
- Facilitates strategic planning with Board and Leadership Team (LT)<sup>1</sup> in service to our mission; uses data to develop and monitor annual activities to meet the plan's goals
- Stays abreast of local, state, and federal health and other public policy legislation, reforms, and opportunities to advance SCCH's vision
- Assists the Board with recruitment and orientation of new board members with appropriate skill and representation
- Ensures the Board is performing its federally-required governance role and responsibilities.

### LEADERSHIP, VISION, AND STRATEGY (25%)

- In collaboration with the LT and Board, develops annual budget to make progress toward strategic goals; ensures that annual operating plans align with the budget and Strategic Plan

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<sup>1</sup> Leadership Team: Chief of Behavioral Health, Chief Financial Officer, Chief of Human Resources, Chief Information Officer, Chief Medical Officer, Chief Operations Officer, Chief of Strategy and Impact



- Introduces current, innovative resources and strategies to support the LT in being effective and fulfilled in their roles; helps LT navigate conflicts and holds Team members accountable for their performance as effective leaders; provides encouragement and appreciation to the Team
- Prioritizes and strengthens the work of the staff JEDI (Justice, Equity, Diversity & Inclusion) committee at the board and staff levels
- Ability to inspire and motivate LT and All Staff toward success, tempered by the understanding that community health is a stressful environment that requires ongoing compassion and appreciation
- Fortifies the work of the Patient Advisory Committee to ensure authentic and effective relationship and power-sharing with patients for both clinic improvements and advocacy efforts
- Plans and implements capital expansions, including financing, design, and construction.

#### **VISIBILITY, COMMUNICATIONS, AND ADVOCACY (20%)**

- Creates visibility for Santa Cruz Community Health by serving as a credible and effective spokesperson, both in person and in writing
- Partners with the Board on an annual Advocacy Plan and activities
- Builds effective partnerships with community leaders, elected officials, policymakers, donors and other stakeholders to solve systemic problems
- Serves (or delegates service) on local Boards of Directors representing the interests of both SCCH and the community (e.g. Central California Alliance for Health, Serving Communities Health Information Organization, Health Improvement Partnership, etc.)

#### **GENERAL MANAGEMENT, FINANCE, AND ADMINISTRATION (15%)**

- Ensures SCCH maintains financial viability to meet its mission
- Oversees (with the CFO) all financial operations, including budgets, annual reconciliations, cost reports, financial audits, rate-setting and investments
- Ensures (through the work of the CMO, COO, CIO and CBHO) that SCCH delivers safe, timely, high-quality care backed up by data and process improvement methods
- Ensures (with the CHRO) that SCCH is a rewarding place to work with competitive salary, benefits, and professional development opportunities that maximize staff recruitment and retention
- Encourages (with the CHRO) development efforts to enrich staff competencies and experience, and improve job satisfaction, as measured through regular staff surveys

#### **FUNDRAISING (10%)**

- Ensures (with the CSI) a sound funding base for the organization through private and public sources
- Understands principles of fundraising including donor prospecting, cultivation, database management, and annual and capital campaigns
- Ensures communications (social media, website, collaterals, etc.) align with fundraising goals

#### **RISK MANAGEMENT (5%):**

- Takes responsibility for ensuring that the overall risk management of the agency is conducted effectively and transparently and that compliance with federal, state, and funding entities is implemented. CEO is responsible for understanding risks associated with their area of expertise,



and will participate in risk committees aimed at helping review standards/policies/procedures, and support training/education of staff in these risk management areas

- Support and model SCCH's culture of safety and compliance

#### **OTHER DUTIES**

- As needed or as assigned by the Board of Directors

#### **QUALIFICATIONS:**

Requires a minimum of 7 years of experience in a health care setting, preferably with an FQHC. Experience working in a highly service-oriented environment where metrics and measurement tools are leveraged to assess results.

#### **MINIMUM QUALIFICATIONS**

- An undergraduate degree in public health, public policy, public administration, business administration or a related field is required; a Masters' Degree preferred
- Experience working in a nonprofit healthcare environment; experience in an FQHC or similar organization is strongly preferred
- Fundraising experience
- Excellent public speaking ability
- Exceptional verbal and written communication skills
- Demonstrated ability to embrace diversity and work effectively with people from all backgrounds

#### **WORK CONDITIONS:**

The work conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

#### **SALARY AND BENEFITS:**

This is a full-time, salary-exempt position with a pay range of \$220,000 - \$280,000 a year, based on skills and experience. Competitive compensation & benefits package are available. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. An automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

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