

**INGHAM COUNTY
JOB DESCRIPTION**

**CHIEF OPERATING OFFICER
FOR HEALTHCARE SERVICES**

General Summary

Under the supervision of the Deputy Health Officer for Community Health Care Services, directs, supervises and coordinates the overall clinical and business operations for the Department's Community Health Care Services. Participates in the development and administration of policies on clinical and business operations. Key role in developing, implementing and evaluating strategy for the Department's Community Health Center Network. Through direct administrative oversight of first level managers, is accountable for the effective management and fiscal viability of all Community Health Care Services' operational units. Supports the Deputy Health Officer in the development and realization of overall objectives for a complex health care delivery system responsible for over 100,000 patient contacts per year, with over forty third party insurance payors, a substantial charitable discount program and State and Federal grant programs. Primary focus is day-to-day operations, achievement of long and short-term performance goals, patient relations and driving a culture focused on high quality health care and service excellence.

Essential Functions

An employee in this position may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employees may be expected to perform.)

- 1). Participates in recruitment and retention of professional and nonprofessional staff.
- 2). Participates in establishment and implementation of organizational policies and procedures.
- 3). Responsible for ensuring currency and accuracy of Community Health Care Services' Policy and Procedure Manuals.
- 4). Oversee and ensures the proper credentialing and privileging of direct care staff.
- 5). Participates in the development and implementation of the mission, vision and values of the Community Health Center Network, including the deliverance of high quality, patient focused health care.
- 6). Resolves problems related to staffing, utilization of facilities, equipment and supplies for the Center.

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- 7). Analyzes and recommends changes in organizational systems, policies and procedures and ensures their implementation.
- 8). Performs data processing so as to analyze, monitor and report statistical information for timely management decisions and as required for federal, state and local agencies.
- 9). Responsible for Community Health Care Services' employee orientation and education program development, implementation and maintenance.
- 10). Responsible for Community Health Care Services' employee evaluation development and maintenance.
- 11). Participates in the evolution and refinement of the quality improvement process within the Department's the Community Health Center Network.

Other Functions:

- 12). Other duties as assigned.

Employment Qualifications:

Education: Possession of a Master's Degree in Health Systems Administration, or closely related field. This level of educational attainment and area of academic focus provides the necessary didactic training and knowledge to understand health care operations and provides the analytic experience and tools to effectively assess operational effectiveness and efficiency.

Experience: Five years healthcare executive operational management experience in private, federal and state government health care programs or other complex healthcare environment.

Other Requirements: Michigan Driver's License

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: *(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following*

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requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):

Walks over uneven terrain and climbs stairs to gain access to work site locations.
Ability to enter and retrieve information from the computer.

Working Conditions:

Works in office conditions.

