

Chief Operating Officer

Family Health Center is a Federally Qualified Health Center and leading provider of primary healthcare to the medically underserved in Kalamazoo County. We are currently seeking a **Chief Operating Officer**. An excellent benefits package is offered which includes medical/dental/vision/life insurance/403(b) retirement savings plan. Relocation expenses are not paid nor reimbursed by Family Health Center. Total compensation depends on experience, education, and combination of skills brought to the position. Interested candidates should forward their cover letter and resume to humanresources@fhckzoo.com or fax (269)488-8977. The position will remain posted until filled.

Essential Duties and Responsibilities:

- Provides leadership and manages the day-to-day effective and efficient operation of the Organization's clinics, programs, and safety. Works closely with the Chief Executive Officer to develop and implement strategy consistent with achieving the Board of Directors' vision for the Agency.
- Ensure that all operations run efficiently. Provide the leadership, management and vision necessary to ensure that the organization has the proper operational, administrative, and reporting systems to effectively manage and grow the organization to insure financial strength and operating efficiency.
- Develop appropriate, comprehensive plans and strategies to accomplish goals and objectives. Conduct work plans that demonstrate effective, efficient accomplishment of goals and objectives in a timely, coordinated manner. Conducts work plans that demonstrate effective, efficient accomplishment of goals and objectives in a timely, coordinated manner.
- Assure that goals and objectives are well monitored, adjusted when required and communicated well to all parties necessary for successful completion. Acts as Safety, Compliance Officer & HIPAA Privacy Officer. Use available data to analyze, monitor, and report statistical information for timely management decisions and as required for federal, state and local agencies. Maintains operational sections of organization's Policy and Procedure Manuals ensuring currency and accuracy. Oversees and ensures JCAHO compliance and documentation in all relevant areas of responsibility. Responsible for the operations' aspects of the Grant and the strategic planning.
- Assists the CEO with conceptualizing, developing, and implementing good public and community relations. Upholds social, ethical, and organizational norms in all job related activities. Acts as a role model and inspires enthusiasm, competence, and commitment to quality that is desired from all employees. Work closely with other leadership members ensuring successful outcomes for objectives and sanctioned activities.
- Performs additional responsibilities assigned.

Supervisory Responsibilities:

Manages the daily operations of organization including the oversight of various departments. Responsible for the overall direction, coordination, and evaluation of these units. Carries out



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supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience:

Masters Degree in Health Systems Administration, or closely related field and must have a minimum of five plus years of executive management experience in a healthcare or operational setting; or equivalent combination of education and experience. Must have adequate transportation to visit the six sites of the Organization.

Must have demonstrated success in the management of operational services of a healthcare facility. Must be able to represent the Organization within the community and engage the community. Must also have proven success in working with tertiary hospitals.