**JOB SUMMARY:**

The CEO is responsible for the overall operations of [CHC], the creation and/or application of policies, providing support to the Board of Directors, and providing liaison between the Board and the Center Staff.

**RESPONSIBILITIES AND EXPECTATIONS:**

1. Provides leadership, working alongside the Board, in establishing the vision, strategic direction and goals for the organization.
   1. Monitor the environment in which the organization operates, synthesizing the impacts of economic, political, community and other outside influences and ensuring these are effectively communicated to the Board and throughout the organization.
   2. Lead executive management in the development and successful implementation of a strategic plan for achieving the Board’s vision and goals
2. Leads the collective efforts of executive leadership in policy, planning, quality, culture, and organization-wide communication.
   1. Direct and supervise the executive leadership of the organization, ensuring the effective oversight of the clinic programs, financial, administrative management and systems.
   2. Build the leadership capacity of the organization, ensuring the professional growth of management and working with the Board to plan for leadership succession.
   3. Ensure active leadership participation in community health organizations that provide the opportunity for the health center to share ideas and experiences, and develop relationships that will assist the health center in enhancing its services and performance.
3. Ensures the achievement of annual health and business plan goals to meet the needs of the community and patients.
   1. Lead and direct the development of a service delivery model that addresses the needs of the health center’s target population.
   2. Ensure clinical and operational systems and policy comply with relevant legislation and regulation and are consistent with Board policy.
4. Leads the organization’s efforts to build and maintain financial strength, ensuring cost-effective strategies to adjust to the changing economic and financial needs of the organization and to protect its financial resources.
   1. Lead the development and successful achievement of annual financial goals articulated in an annual budget approved by the Board of Directors.
   2. Ensure financial systems and policies comply with relevant legislation and regulation and are consistent with Board policy.
   3. Ensure the long-term planning for capital needs, business and information management systems, and capacity growth anticipates and meets the organization’s future needs as articulated in the strategic plan.
   4. Ensure compliance with Federal and State grants and annual audit requirements.
5. Develops and maintains a strong working relationship with the Board, ensuring open communication and collaboration.
   1. Work closely with the Board to provide leadership in exploring the needs of the community and evaluating opportunities for the organization’s future, making sound recommendations for Board consideration.
   2. Provide the Board with regular assessments and reports of progress toward goals, including agency, clinical and financial reports.
   3. Ensure the Board has the critical information necessary to consider issues and make decisions in a timely manner concerning policy, strategic direction, legal and other issues.
   4. Collaborate with the Board in planning for and recruiting new Board and Committee members.
6. Builds a dynamic organization, capable of anticipating and adapting to the needs of the community, changing economic and health care market conditions, and health and funding policy directives.
   1. Ensure the organizational structure, business and clinical processes and staffing practices are designed to most effectively meet the needs and objectives of the health center, its patients and the community.
   2. Lead efforts to identify, and where appropriate implement, new techniques and best practices used in the health center industry and in other organizations to improve the performance of [CHC].
   3. Ensure, through an effective recruitment and retention effort, operational and administrative staff appropriately skilled and experienced to meet the organization’s future needs and current goals.
   4. Lead to ensure an exceptional work environment, building trust, communication and partnership among management and staff.
   5. Lead organization-wide communications efforts that educate, inform and build commitment to the organization’s goals and strategies.
7. Ensure, through an effective recruitment and retention effort, a clinical, staff appropriately skilled and experienced to meet the organization’s future needs and current goals.
   1. Lead the organization’s efforts to develop and administer an effective provider recruiting and retention program, including participation in recruiting efforts such as interviews and maintaining positive relationships with provider staff.
   2. Lead to ensure an exceptional work environment, building trust, communication and partnership among provider staff.
8. Leads the organization’s efforts to build and maintain a positive public perception and reputation for the health center in the community.
   1. Seek out opportunities for presenting the services and achievements of the health center to the community, including appearances at community events.
   2. Develop relationships with representatives of the media to enhance the visibility of the health center.
9. Maximizes the collaboration of the health center with other organizations to enhance the services provided to patients and the community.
   1. Work extensively as a representative of [CHC] in the governance and operations of the Community Health Network of Washington and the Community Health Plan of Washington.
   2. Work with appropriate organizations on methods to improve quality in the health care insurance and delivery systems.
   3. Cultivate effective relationships with community and business leaders, public officials, BPHC and state and local agencies.
   4. Build collaborative partnerships with health care and service organizations serving the health center’s patient population, seeking and exploring opportunities to work together for the benefit of the community and the organization.
   5. Lead participation in community, state and national associations and professional activities which define the delivery of health care services and aid in both short and long range planning of health services and facilities.
10. Leads the organization’s advocacy efforts at the local, state and Federal level.
    1. Participate actively, including serving on the Board and in leadership positions as appropriate, in the advocacy efforts of the [PCA].
    2. Represent the interest of [CHC] and [PCA] with elected and appointed State officials on funding issues (e.g., reimbursement rate negotiations).
    3. Provide leadership in efforts at the grassroots level as well as through other organizations, to ensure access for the underserved.
    4. Provide leadership for the health center’s grassroots advocacy efforts, ensuring the appropriate means are in place to mobilize the community in response to challenges facing the health center.
    5. Ensure there are appropriate and effective responses from the health center to Federal, state and local public officials on issues concerning the health center.
    6. Develop and cultivate effective relationships with state and Federal elected officials, ensuring their understanding of the community health center movement and the services provided by [CHC].

**PROFESSIONAL/TECHNICAL KNOWLEDGE, SKILLS & ABILITIES**

1. Advanced reading and writing skills, verbal and written communications skills, knowledge of mathematics and science and other general knowledge typically acquired through completion of a Bachelors Degree program.
2. High level of expertise in all facets of the community health center system, including laws and regulations, standards and protocols, organization and management techniques and other industry knowledge and skills typically acquired through a combination of formal training (e.g., a Masters Degree in Public Health or Health Care Administration) and practical experience.
3. Knowledge of the practices of medicine, dentistry and mental health sufficient to understand their roles within the organization and the general health care industry at large, to communicate effectively with practitioners and understand how to reconcile the needs of the practices with the business processes of the organization.
4. Knowledge of accounting and financial analysis practices sufficient to understand financial reports and understand the impact of financial performance on the organization’s operations.
5. Computer skills including the ability to prepare correspondence and reports in Microsoft Word, and summarize and report data in Excel spreadsheets.

**GENERAL PROFESSIONAL DEVELOPMENT**

1. Demonstrates a high level of leadership skill and dedication, and the ability to motivate both individuals and groups to act in the best interests of clients and the organization.
2. Demonstrates an appreciation and respect for the cultural diversity of the patients and service partners of [CHC].
3. Demonstrates an appreciation for the rural setting and the challenges it brings in providing health services.
4. High level of ability to balance multiple and diverse projects of great significance, prioritize work and manage time for others.
5. Ability to establish and manage internal project budgets, timelines and Board of Directors expectations.
6. Demonstrates critical thinking and sound judgment in making decisions that impact the organization.
7. Fosters positive interactions among employees; acts as an example for others.
8. Demonstrates high level professional image, maturity, self-confidence and positive attitudes; acts as a model for others.

**COMMUNICATIONS SKILLS**

1. Articulate in speech; communicates in a clear, fact-based manner.
2. Writes clearly, concisely and correctly when presenting findings in reports and correspondence.
3. Able to communicate detailed results in the context of the situation.
4. Ability to communicate effectively in public situations, including media and public policy environments.
5. Ability to effectively encourage management and employees to undertake actions that will improve the organizations processes and performance.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Work will generally be performed indoors in a generally comfortable office environment. Employees must possess the following physical requirements:

1. Able to communicate with staff on a telephone, and hear and speak clearly to patients and others served “in person”.
2. Has vision sufficient to read printed documents, computer screens, forms, and other communications with or without corrective lenses.
3. Able to sit or stand for long periods of time.
4. Able to reach above shoulder level to work, as well as bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn, finger and feel.
5. Must have ability to travel out-of-town for periods which may be extended, using private or commercial transportation and staying in public accommodations.
6. Must have the physical ability to attend meetings, conventions and other events, which may be held in large convention facilities with various accessibility, and maneuver through such facilities to perform a broad variety of duties.
7. Must have and maintain high level cognitive skills required for all aspects of this position.