**Chief Operations Officer**

**Description & Details**

[CHC] Center is seeking a strong leader that will ensure the best patient and staff experiences. The Chief Operations Officer (COO) is the administrative leader for most of the departments that support our medical and dental clinical functions. As a leader of these key departments, you would ensure that our operational delivery optimally serves patients and creates a positive work experience for our staff. As the COO, you would lead our system-wide strategies for providing patient care seamlessly across our departments. In this role, you would provide expertise and collaborate with clinical, finance, and QI leadership to design and deliver the highest quality patient experience consistent with [CHC]’s mission, values, and strategic direction.

**Responsibilities**

* Serve as the central administrative leader for the organization, with leadership authority over these functions: Pharmacy, Quincy Operations, Social Services/WIC/MSS, Imaging & Lab Services, Outreach.
* Responsible for coordinated, system-wide strategies to improve patient flow and ensure a consistent, responsive, seamless, and personal patient experience across [CHC] departments and functions.
* Serve as the lead for [CHC]’s established service program, supporting the service training, learning intensives, and staff development/reinforcement of our Service Standards.
* Proactively provides leadership to staff to promote a respectful, safe and positive work environment.
* Actively contributes to the Executive Team to promote an exchange of information among leaders and departments.
* Ensures that current policies and procedures are updated for accuracy and relevance.
* Manages department human resources functions.
* Demonstrates adherence and support of the [CHC] mission, vision, goals, policies, and procedures of [CHC].
* Provides excellent service and support to all members of the [CHC] team.
* Understands and retains focus on strategic goals and communicates them effectively to staff.
* Efficiently manages expenses of the department adhering to Finance guidelines.
* Actively participates in Quality Improvement efforts.
* Requires significant organizational skills, in order to manage and direct the significant segments of the organization.
* Job duties require the ability to work independently and as part of a team.
* Job responsibilities require individual development of priorities for the effective performance of duties, including re-prioritization in response to changes in circumstances.
* Employees are expected to devise effective solutions to situations encountered based on the general goals and objectives of the function.
* Work requires the incorporation of departmental/functional processes into the overall functioning of the organization.
* Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others.
* This position requires the exercise of management authority over other employees including Pharmacy Manager, Quincy Clinic Manager, Social Services Manager, MSS Supervisor, Imaging and Laboratory Services, and Outreach.
* Possesses advanced level general skills, including written and verbal communications skills, computational and computer skills, and mathematical knowledge frequently acquired through completion of a bachelor’s degree program.
* Ability to prepare more complex documents in Microsoft Word, including creating tables, charts, graphs, and other elements.
* Ability to use Microsoft Excel to analyze data, including the use of formulas, functions, lookup tables and other standard spreadsheet elements.
* Ability to develop sophisticated presentations in Microsoft PowerPoint, including the use of embedded objects, transitions, and other elements.
* Knowledge of the Outlook program at a level to train others.
* Fully functional in the use of the EMR program.
* Knowledge of the HRIS/Timekeeper program at a level to train others.
* Ability to access accounting program for budget review.

**Summary**

We are committed to providing high-quality, compassionate, and comprehensive primary health care services for the entire community. [CHC] continually transforms our health care delivery system to improve the health of the communities we serve.