

Dirne CHC, Coeur d'Alene, Idaho

CHIEF OPERATIONS OFFICER

LOCATION:

Administration

REPORTS TO:

CEO

STATUS:

Exempt

SALARY RANGE:

REVISION DATES:

10-15-06

SUMMARY:

Directs and administers the integrated operational activities of Dirne CHC to ensure compliance with established objectives and continuous provision of quality, cost-effective services.

MINIMUM QUALIFICATIONS:

Bachelors degree or at least 10 years of experience that is directly related to the duties and responsibilities specified. Masters Degree in Health Administration or Business.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Skill in budget preparation and fiscal management.
- Knowledge of space allocation practices.
- Knowledge of computerized information systems used in financial and/or accounting applications.
- Ability to use independent judgment and to manage and impart information to a range of clientele and/or media sources.
- Knowledge of continuous quality improvement management principles and practices.
- Ability to develop and deliver presentations.
- Ability to communicate effectively, both orally and in writing.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Knowledge of customer service standards and procedures.
- Knowledge of accreditation and certification requirements and standards.
- Knowledge of finance, accounting, budgeting, and cost control procedures.
- Knowledge and understanding of all aspects of medical billing, collections, and associated functional activities.
- Knowledge of integrated business management principles and practices as related to medical billing and collection in a public institution.
- Knowledge of applicable legislation, standards, policies and procedures within the health care industry.
- Employee development and performance management skills.

- Knowledge of financial/business analysis techniques.
- Ability to foster a cooperative work environment.
- Knowledge of cost control principles and practices.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Knowledge of faculty and/or staff hiring procedures.
- Knowledge of FQHC's and HRSA funding.

DUTIES AND RESPONSIBILITIES:

1. Directs the overall daily operations of the organization, ensuring compliance with local, state, and federal regulations, grantee and licensure requirements, and continuous quality improvement programs.
2. Directs and oversees Dirne's day-to-day operations, to include; facilities management, front office operations, credit and collections, human resources, funding sources, and clinic activities.
3. Establishes and implements short- and long-range organizational goals, objectives, strategic plans, policies, and operating procedures; monitors and evaluates programmatic and operational effectiveness, and effects changes required for improvement.
4. Designs, establishes, and maintains an organizational structure and support staffing to effectively accomplish the organization's goals and objectives; recruits, employs, trains, supervises, schedules and evaluates unit staff.
5. Develops and manages annual budgets for the organization and performs periodic cost and productivity analyses.
6. Coordinates, arranges, and approves physical space allocations, facilities management, and departmental resources for daily operations.
7. Conducts feasibility studies, recommends and implements process controls and changes, monitors revenue and expenditure trends, and makes recommendations for cost-effective operations.
8. Works closely with clinic management teams to ensure operational readiness and compliance.
9. Reports on administrative aspects of operations to senior administration and governing board.
10. Recommends and participates in the development of organizational policies and procedures.
11. Represents the facility to various community agencies and programs, as well as governmental agencies, funding agencies and patients.
12. Performs miscellaneous job-related duties as assigned.

OTHER RESPONSIBILITIES:

SAFETY:

Dirne CHC enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing

all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions, and providing feedback to supervisors and management on all safety issues.

PROCEDURE COMPLIANCE:

Employee must read and understand the general and specific operational, safety, and environmental requirements of all plans, procedures, and policies pertaining to this job.

WORKING CONDITIONS:

Work is normally performed in a typical interior/office work environment. No or very limited physical effort required. No or very limited exposure to physical risk.

ACKNOWLEDGMENT:

I have received, read, and understand my job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

Employee Name – Please Print