JOB DESCRIPTION/SPECIFICATION

<table>
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<tr>
<th>JOB TITLE:</th>
<th>DEPARTMENT:</th>
<th>DAYS AND HOURS OF WORK:</th>
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<tbody>
<tr>
<td>Chief Operating Officer</td>
<td>Administration</td>
<td>Monday – Friday, Hours flexible based on Clinic Hours of Operation</td>
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<tr>
<th>APPOINTED BY AND REPORTS TO:</th>
<th>FLSA:</th>
<th>EEO CODE:</th>
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<tbody>
<tr>
<td>Chief Executive Officer</td>
<td>Exempt</td>
<td>01-Director</td>
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**JOB SUMMARY**

This position provides leadership, day-to-day management and oversight of the organization’s clinical and facilities operations. Assists the Chief Executive Officer (CEO) with implementation of the organization’s health care plan, program and facility expansion. Provide direct oversight of organizational development, to ensure effective services are administered and provided to the target population and surrounding community. Solicits and reinforces constructive and professional relationships with organizations, companies, municipalities, etc. with which the organization partners and/or sub-contracts with, for the provision of quality health care services. In the absence of the CEO, this position assumes all fiduciary leadership responsibilities normally entrusted to the CEO.

**ESSENTIAL FUNCTIONS**

1. In conjunction with the CEO and management team participates in the development and implementation of the mission, vision and values of the organization, including high quality, patient focused health care.
2. Assist CEO and management team in new clinical program development, ensuring participatory decision making and appropriate design and implementation.
3. Responsible for ensuring program and corporate compliance with primary health care policies and procedures, as well as with those external regulatory bodies such as HCFA, FQHC, HIPPA, OSHA, CLIA and other professional review and standards boards.
4. Participates in the development of long-range strategic plans, governance structure and objectives for practice management.
5. Ensure staff compliance with the adopted health care plan as it relates to the stated objectives (problems/needs) the organization’s clinical goals and the method of achieving the benchmarks listed.
6. In conjunction with the CEO, responsible for the development of the plan of operations and coordinating corresponding budgets reflecting the volume, revenues, expenses, staffing and capital needs of the organization.
7. Presents, facilitates and leads assigned process improvement events using methods of culture-appropriate team building, team energizing, data gathering and analysis, problem solving, and project management.
8. Assists the CEO with facility expansion and property acquisitions/transactions, as well as service mergers.
9. Ensures responsible medical supply spending practices helps develop budgets and assures that tracking and inventory of supplies and equipment purchases are in compliance with operating budget.
10. Analyzes, recommends and supports practices seeking to improve performance on quality measures to engage in work redesign, changes in organization systems, policies and procedures, and quality improvement process within the organization.
11. Presents, facilitates and leads assigned process improvement events using methods of culture-appropriate team building, team energizing, data gathering and analysis, problem solving, and project management.
12. Seeks and evaluates process improvement information, materials, and methods to match specific organizational needs as outlined by management, and adapts them to use in the execution of process improvement events.
13. Provides event follow-up to monitor the progress of planned improvement implementation to assure timely action, appropriate management support, and achievement of expected benefits. Uses appropriate measurement, analysis and evaluation methods to accurately identify and document process improvements.

14. Coordinates with related departments and functions to assure appropriate information flow and understanding of overall process improvement direction.

15. Work side by side with executives in developing transformational strategies in the adoption of process improvement and guide staff in the implementation and execution of process improvement tools and methods.

16. Assists CEO in oversight of community outreach programs and may represent organization as a member on community outreach committees/groups within the community.

17. Actively seeks grant opportunities, assisting in preparation, application submission and ensuring program compliance and administration occurs once the grant is received.

18. Resolves problems related to utilization of facilities, equipment and supplies for the organization.

19. Participates and ensures the development of organizational guidelines, policies and procedures in accordance with funding source requirements, as well as State and Federal law.

20. Attend seminars, training sessions and in-services, to keep current with trends and practices in health care administration, as needed.

21. Participate in staff, management and provider meetings, as necessary.

22. Perform other job related duties, as may be assigned.

**KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.

2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.

3. Knowledge of practice management components, particularly in cost constrained environments.

4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, CLIA, etc.

5. Ability to manage and supervise various positions and relate well to people from diverse ethnic and cultural backgrounds, as well as have a passion for working with at-risk, culturally diverse populations.

6. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.

7. Able to read and interpret financial statements, develop and nurture vendor relationships for purchasing optimization.

8. Able to adapt process improvement in accordance with organization objectives. Experience and/or good working knowledge of Six Sigma, Lead, etc. a plus.

9. Willingness to work flexible hours in order to meet the organization’s needs/demands.

**EDUCATION AND EXPERIENCE:**

Business Administration, or related discipline required. Masters degree in Business Management with emphasis on Health Care Administration, is a plus. A minimum of five to seven years of progressively responsible administration experience in health care industry, preferably in a rural or under-served area. Thorough knowledge of the theory and practice of organizational management, preferably in a health care and/or not-for-profit environment. Must be able to communicate effectively orally and in writing. Previous grant writing experience, a plus.

**QUALIFICATIONS**

To perform this job successfully, the employee must be able to perform each essential function, as well as the physical and mental requirements satisfactorily. The requirements listed above are representative of the knowledge, skills, abilities and other characteristics required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
PHYSICAL REQUIREMENTS/DEMANDS

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<tr>
<th>PERCENTAGE OF TIME</th>
<th>0-24%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
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<tbody>
<tr>
<td>Seeing:</td>
<td></td>
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<td>X</td>
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<td>Must be able to read head written and printed material, as well as use computer, fax machine, Xerox machine and other medical equipment in accordance with specialty.</td>
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<td>Hearing:</td>
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<tr>
<td>Must be able to hear well enough to communicate with co-workers and others.</td>
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<td>Sitting:</td>
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<tr>
<td>Must be able to sit for the majority of the work shift while answering telephone and communicating with others.</td>
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<td>Standing/Walking/Mobility:</td>
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<td>Must be able to stand intermittently and be capable of walking on hardwood and linoleum floors with concrete underpayments. Must be able to walk between various clinical areas and departments.</td>
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<td>Climbing/Stooping/Kneeling:</td>
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<td>X</td>
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<td>Lifting/Pulling/Pushing:</td>
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<td>X</td>
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<tr>
<td>Fingering/Grasping/Feeling:</td>
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<td>X</td>
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This position requires manual and finger dexterity and eye-hand coordination for easy and skillful use of hands when working with and performing normal office duties and responsibilities. The employee frequently is required to stand, walk, sit, climb, balance, stoop, crouch, kneel, and reach with hands and arms. Good hearing is necessary to receive detailed information through oral communication and to make fine discriminations in sound. Visual acuity is needed to assess color changes, to verify accuracy of written materials, and to accurately prepare and administer medications.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to complete organization forms and correspondence, as needed. Ability to speak effectively before groups or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide, as well as interpret medical numerology e.g., cc’s or centimeters, etc.

REASONING ABILITY

Able to think and reason in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

WORK ENVIRONMENT

Fast paced work environment. The noise level in the work environment is usually moderate.

Chief Operating Officer
*****

DISCLAIMER

The above duties and responsibilities are essential job functions, subject to reasonable accommodations. All job requirements listed indicate the minimum level of knowledge, skills and/or abilities deemed necessary to perform the job proficiently.

This job description is not intended to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions, as requested by their supervisor, subject to reasonable accommodation.

Signatures:

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<thead>
<tr>
<th>Human Resources</th>
<th>Date</th>
<th>Employee</th>
<th>Date</th>
</tr>
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Human Resources Date

Employee Date