



JOB DESCRIPTION

POSITION:	Chief Operating Officer
DEPARTMENT:	Administration
LOCATION:	Native American Health Center, Inc. (NAHC) 1151 Harbor Bay Parkway, Alameda, CA 94502
REPORTS TO:	Chief Executive Officer
WORK HOURS:	Full Time, 40 hours/week (100% FTE)
STATUS:	Non-Union, Exempt
SALARY:	Negotiable

POSITION SUMMARY

Under the supervision the Chief Executive Officer (CEO), the Chief Operating Officer (COO) will facilitate and direct the operations of the Native American Health Center (NAHC) and is responsible for building and promoting collaborative relationships with all NAHC sites. The COO will have oversight of the operations of all sites and NAHC administrative offices; and oversight of the organization's planning and development activities. The COO will ensure that all clinic operations are aligned with NAHC's mission and strategic objectives. The COO will have a highly collaborative working relationship with NAHC's clinical leadership and executive level management.

DUTIES AND RESPONSIBILITIES

1. Manages the operations of NAHC. Takes decisive and effective action to address issues/problems in partnership with executive level management.
2. Develops, implements and enforces a strategic plan that supports NAHC's mission.
3. Provides leadership in building an organizational structure aligned with NAHC's mission and financial/operational objectives.
4. Provides direction and support of agency-wide project planning and implementation of large scale change projects (e.g. electronic health records). Establishes clearly defined goals and processes, and ensures effective follow through.
5. Plans, prepares and oversees a balanced annual operations budget.
6. Evaluates and develops centralized purchasing and inventory management.
7. Lead NAHC's quality improvement culture initiative.
8. Directs, plans, implements, and evaluates agency wide functions to ensure standardization, efficiency, quality improvement and compliance with all state and federal regulatory agencies governing health care delivery.
9. Assures all aspects of the organization are in compliance with Title 22, HIPAA; as well as other local, state, federal, regulatory, and professional requirements regarding certification, licensure, quality control and legal issues as required.
10. Forecasts changes in health care policy and ensures agency preparedness.
11. Provides supervision and has authority to hire, terminate, discipline and evaluate directors of operational functions.

OAKLAND CENTER

2950 International Blvd.
Oakland, CA 94601
Medical/Dental
PH (510) 535-4400

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SAN FRANCISCO CENTER

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Medical
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Dental
PH (415) 621-8056
Family & Child Guidance Clinic
PH (415) 621-4371
Women, Infants & Children
PH (415) 621-7574

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260 23rd Avenue
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PH (510) 232-7020

ADMINISTRATIVE OFFICES

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12. Actively participates in, and provides a standing operations report at, monthly Board of Director (BOD) meetings.
13. Leads others in demonstrating professional standards of work, demeanor, appearance, and conduct at all times.
14. Performs special assignments and other duties as required by the CEO including: representing the organization in professional conferences, committees and task forces and taking a leading role in public relations activities and events.
15. At all times demonstrate cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
16. Works extremely well under pressure; meets multiple and often competing deadlines.

QUALIFICATIONS

1. Master's degree in Business Administration, Health Care Administration, Public Health or related field.
2. Minimum of seven (7) years of experience in management position for a health, human, or social service organization.
3. Proven experience in operations management and process strategy.
4. Management level understanding of budget and financial issues, especially with nonprofit financial management.
5. Must have strong performance orientation and skillful strategic thinking; establishes clear expectations; and continuously measures performance.
6. Demonstrated leadership success in operations improvement efforts, cost management initiatives, and health system development and management.
7. Must have successful executive management level experience in staff supervision and administration; must have the ability to train, coach, mentor, and motivate all levels of staff.
8. Experience working collaboratively across functions and services to achieve sustainable outcomes.
9. Must have good interpersonal skills and able to deal with staff and managers of diverse backgrounds and skill levels with tact and diplomacy.
10. Ability to communicate in a clear, concise and effective manner verbally and in writing.

PREFERRED QUALIFICATIONS

1. Understanding of American Indian/Alaska Native community and health issues as well as those of the surrounding community.
2. Experience working collaboratively with physicians and other clinicians.
3. Expert knowledge of the principles and practices of health planning and management as well as working knowledge of the purpose, organization, and policies of community health systems.

Benefits:

Native American Health Center (NAHC) considers our employees to be our most valuable resource and offers an excellent benefit package: competitive salaries, personal time off (PTO) or sick/vacation leave program, and an employer contribution 403(b) retirement plan to full-time regular status employees. We also provide medical, vision, dental, flexible spending, group term and voluntary life insurance coverage for employees and their

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dependents—with a percentage of employee contribution for dependent medical premiums.

Note to Applicants:

Please be advised a post job offer, pre-employment Physical and TB test are required as a condition of employment.

*Additionally, you may be asked to get a Department of Justice Fingerprinting and an **Educational credentials background check clearance** as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at NAHC.*

Preference in hiring is given to qualified Native Americans in accordance with the **Indian Preference Act** (Title 25, US Code, Section 472 and 473). Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.

EQUAL OPPORTUNITY EMPLOYER: Within the scope of Indian Preference, all candidates will receive equal consideration without regard to race, color, gender, religion, national origin or other non-merit factors.

Age Discrimination in Employment Act (ADEA): Native American Health Center abides by the mandates of the ADEA (protecting individuals 40 years and older) and considers age a non-merit factor in all employment decisions and considerations.

Americans with Disabilities Act (ADA): Native American Health Center abides by the mandates of the ADA and considers disability a non-merit factor in all employment decisions and considerations. Furthermore, NAHC will make any practical, feasible, and reasonable arrangements to accommodate qualified applicants and employees with disabilities.

If interested, please forward resume and cover letter to:

Michelle Shawnego, Human Resources Department

1151 Harbor Bay Parkway Suite 203

Alameda, CA 94502

Fax: 510.748.0116

Email: HumanResources@nativehealth.org

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