

SUSANVILLE INDIAN RANCHERIA
Lassen Indian Health Center
795 Joaquin
Susanville, CA 96130

POSITION DESCRIPTION

POSITION: Chief Operating Officer
DATE OF ANNOUNCEMENT: March 08, 2016
CLOSING DATE: March 31, 2016
Hours: Full Time
Salary: Negotiable

GENERAL STATEMENT OF RESPONSIBILITY:

The Chief Operating Officer (COO) is responsible for the smooth and efficient operation of the Lassen Indian Health Center including management of the profit and loss statement for the health center's business, as well as the related resources associated with the health center operation. In this capacity, the COO carries responsibility for integrating the strategic plan of the organization with the operations. Through the health center structure, the COO provides management oversight for the development of high quality, cost effective and integrated programs within the health center.

This includes ensuring that LIHC staff is properly selected, trained, and managed. The management portfolio held by this leader is notably diverse, with corresponding broad organization implications and complexity, characterized by substantial scope of responsibility in this respect. The COO will exercise management responsibility over the health center ensuring efficient services that are designed to meet the needs of patients, providers, the public and staff. This will either be done directly, or through delegation of responsibility to the management staff. He or she will be responsible for the overall fiscal management, regulatory compliance, and marketing of the LIHC.

SPECIFIC RESPONSIBILITIES

1. Oversees the Lassen Indian Health Clinic operations, continually assessing systems and controls to ensure profitability, growth, service standards and cost effective management.
2. Appropriately and accurately represents the Lassen Indian Health Center at the Health System Board of Directors level; Communicate key information with respect to managed care, marketplace needs, the competitive environment, cost management, and customer-focused services.
3. Establishes a market presence through networking activities and opportunities.
4. Develops a Community Relations Committee to include all outreach personnel to plan and implement exposure opportunities for LIHC.

5. Functions as an effective liaison and intermediary between Tribal Business Council / Tribal Health Board and the health center.
6. Provides a detailed report on health center operations at each regularly scheduled Health Board meeting.
7. Complies with Tribal Law, ordinances, regulations on policies from federal and state laws and codes by studying existing and new legislation, anticipating future legislation, enforcing adherence to requirements, and advising management on needed action.
8. Assist the Tribal Business Council / Health Board in interpreting the policies, directives, and instructions of funding agencies and other federal, state, local and private, funding sources. Develops and maintains close interagency working relationships with federal, state, local, public, and private agencies.
9. Enforces Tribal Business Council / Tribal Health Board decisions by developing, monitoring and enforcing policies and procedures. Informs employees of changes through employee training sessions, memos, and staff meetings.
10. Meets regularly with staff to discuss changes, organization direction, and activities. Develops staff with excellent skills, experience and professionalism, creating a motivated and collaborative team work environment.
11. Provide supervision, evaluation and direction to managers and other assigned staff, including periodic performance reviews.
12. Develops and fosters an effective collaboration between clinical departments, providers, leadership, staff, and other affiliated services (inside and outside of the health center) to ensure an integrated approach to providing services, and fulfilling the health center's goals and objectives.
13. Experience in managing a Health Care Center and its affiliates.
14. Works closely with the Chief Financial Officer (CFO) and medical leadership of the health center, serving as a resource to help reduce costs, enhance revenues, and achieve effective utilization and quality goals and objectives.
15. Plan, directs, and evaluates the proper administration of grants and contracts from various funding agencies.
16. Must have knowledge in maintaining a budget within the organization.
17. Works closely with the Billing Department to ensure optimum revenue capture from Third Party payers and patients.
18. Writes, publishes and distributes an employee-friendly policies and procedures booklet within 90 days of employment.

19. Meets with the Tribal Chairman monthly to discuss problems, issues, or other elements necessary to ensure constant, effective, and focused communication about LIHC.

20. Other duties as assigned.

QUALIFICATIONS

1. Bachelor's degree in Health Administration, Business, or Public Administration.

2. 10 years experience in responsible health center operations at the administrative leadership level and prefer 5 years of those years to be in IHS operations at the administrative leadership level.

3. Demonstrated leadership and complex organization management skills.

4. Strong interpersonal and human relations skills.

5. Strong leadership skills.

6. Ability to work with physicians, staff, and professionals in multiple settings and locations and to promote diversity in the workplace.

7. Information systems experience and understanding of data required to make meaningful management decisions.

8. Negotiation and financial analysis skills.

9. Must be experienced in the principles, practices, processes and techniques utilized in tribal health administration setting; including budget and fiscal management, personnel management, procurement, public relations, evaluation/audit procedures within programs and tribal government systems.

10. Must have excellent verbal and written communication skills. Ability to speak, write effectively and prepare clear, concise and complete written reports.

11. Must have experience with grant administration.

12. Reliable transportation and valid driver's license with no more than five MVR points and insurable as determined by the Susanville Indian Rancheria insurance provider.

13. Must be willing to travel as necessary.

14. Must pass a pre-employment felony and misdemeanor background check, FBI fingerprint check and a professional and personal reference check.

15. Must have general knowledge of economic, social, educational and cultural trends in the Indian community.

16. Must have a demonstrated understanding of internal administration and relationships of tribal government systems.

17. Preference will be given to Native Americans (42 CFR 36.221).

Solange Kocher
Human Resource Assistant
Susanville Indian Rancheria/Lassen Indian Health Clinic T -530-251-5161 F -530-251-1895

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