

**FAMILY HEALTH CENTER OF BATTLE CREEK
JOB DESCRIPTION**

JOB TITLE: Chief Operating Officer

BASIC JOB PURPOSE: Under the supervision of the President/CEO, directs, supervises and coordinates the overall clinical and business operations for the Center. Participates in the development and administration of policies on clinical and business operations. Participates in strategic planning.

SUPERVISION RECEIVED: Reports directly to the President/CEO

SUPERVISION EXERCISED: Directs and supervises all Center activities through managers and administrative support staff.

TYPICAL PHYSICAL DEMANDS: Requires sitting for long periods of time. Some bending, lifting, stooping and stretching required. Requires normal range of hearing and eyesight. Requires eye-hand coordination and manual dexterity to operate office equipment such as computer keyboard, photocopier, telephone and calculator.

TYPICAL WORKING CONDITIONS: Normal office and clinic environment. Occasional exposure to contagious diseases and other patient-related conditions. May require evening and/or weekend work. Working under stress. Travel required.

EXAMPLES OF DUTIES: (This list may not be all inclusive).

1. Participates in development of long-range strategic plans, governance structure and objectives for practice management.
2. Participates in recruitment and retention of professional and nonprofessional staff.
3. Participates in establishment and implementation of organizational policies and procedures. Interprets policies, objectives and operational procedures.
4. Participates in the development and implementation of the mission, vision and values of the Center, including the deliverance of high quality, patient focused health care.
5. Resolves problems related to staffing, utilization of facilities, equipment and supplies for the Center.
6. Evaluates performance and recommends merit increases, promotion, and disciplinary actions.
7. Analyzes and recommends changes in organizational systems, policies and procedures and ensures their implementation.
8. Delegates authority and responsibility as appropriate.
9. Participates in professional development activities to keep current with trends and practices in health care administration (conferences, journals).
10. Participates in the evolution and refinement of the quality improvement process at the Center.
11. Undertakes special projects as directed by the President/CEO.
12. Although each position has its own unique duties and responsibilities, please refer to the policy on Job Descriptions for details that apply to every position.

PERFORMANCE REQUIREMENTS

Knowledge, skills and abilities:

Knowledge of organization policies, procedures, systems and objectives. Knowledge of fiscal management and human resource management techniques. Knowledge of health care administration systems. Excellent leadership skills with demonstrated ability to effectively lead in a changing environment. Knowledge of governmental regulations and compliance requirements. Knowledge of computer systems and applications. Skill in planning, organizing, prioritizing, delegating and supervising. Skill in exercising initiative, judgment, problem-solving, decision-making. Skill in identifying and resolving problems. Ability to anticipate and react calmly in emergency situations. Skill in developing and maintaining effective relationships with medical and

administrative staff, patients and the public. Skill in developing comprehensive reports. Ability to analyze and interpret complex data. Skill in developing and maintaining Center quality improvement. Excellent and effective written and verbal communication skills.

Education:

1. Bachelor's degree in health, business, or public service.
2. Master's degree preferred.

Experience: Five years of operational management or 10 years of medical office management experience

Certificate/License: None.

ACCOMMODATION: Family Health Center of Battle Creek has the right to modify the duties and functions of the job description based on the needs of the organization.

JOB DESCRIPTION REVIEW: This job description will be reviewed and updated, if necessary, during the employee's annual review.

FLSA: Exempt position.

Approved by _____
President/CEO Date _____

My job description has been explained to me by my supervisor, and I understand the contents. I have received a copy of my job description.

Employee Date _____