

TOIYABE INDIAN HEALTH PROJECT, INC.

POSITION DESCRIPTION

CHIEF OPERATIONS OFFICER (COO)

REPORTS TO: Executive Director

SUPERVISES: Fiscal Officer, Department Directors & Clinic Managers, and
Administration Department Staff

WORK STATION: Bishop, CA

SALARY SCALE: TSS-15 (\$50.70/\$105,456.00- \$76.69/\$159,509.00)

POSITION STATUS: Exempt

POSITION SUMMARY:

The incumbent is responsible for supervision of and coordination of all activities with all TUIP Departments; serves as liaison between the Executive Director and all TIHP department directors; developing and implementing the operational plan to follow-up from the goals outlined within the TIHP Strategic Plan; developing plans and delivering decisions in concert with the Executive Director; and carrying out the overall operational goals as specified by the Executive Director.

QUALIFICATIONS:

1. Masters Degree in Business Administration, Public Health, or a healthcare-related field, and four (4) years of significant management experience at the executive level in a healthcare services organization; or combination of equivalent education and management experience in a healthcare-related field.
2. General knowledge of current medical and dental terminology.
3. Working knowledge of current laws and regulations relating to the administration and payment for Medicare, Medi-Cal, and private health insurance.
4. Working knowledge of an electronic health records system, with preferred experienced in the RPMS (Resource & Patient Management System) or similar electronic health records system.
5. Must have a valid California Driver's license and be insurable with company insurance.
6. General Experience - experience in administration, professional, investigative, technical, or other responsible work which provided an opportunity for the incumbent to gain:

- A. General knowledge of management practices and administrative processes,
 - B. Skills in dealing with others, and
 - C. The ability to exercise mature judgment.
7. Specialized Experience:
- A. Experience in performing, supervising or directing work with demonstrated ability in the utilization of supervisory techniques in program management and control;
 - B. Demonstrated ability to coordinate components of a comprehensive health service program as evidenced by academic training and /or equivalent experience in Public Health, or Governmental Administration; and
 - C. Demonstrated ability to meet with, solicit the cooperation of, and deal effectively with Tribal Councils, Indian health boards & committees, individuals, and public & private agencies.
8. CPR certified or certified within three (3) months of hire.
9. Must be proficient in the Microsoft Office Suite programs (e.g., Word, Excel, Publisher, Outlook, etc.).
10. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.
11. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

PRIMARY RESPONSIBILITIES:

1. Provides daily oversight and direction to all TIHP Department Directors and Clinic Managers.
2. Serves as liaison between the Executive Director and all TIHP Department Directors and Clinic Managers.
3. Ensures that goals and objectives outlined in the TIHP Strategic Plan are communicated and carried out with development of the operational plan for staff to follow.
4. Assists TIHP Department Directors in the acquisition of resources necessary to efficiently and effectively achieve TIHP objectives.
5. Coordinates TIHP activities among all clinics sites.

6. Coordinates TIHP events with all TIHP departments and external stakeholders.

*PD- Chief Operations Officer
Board approved: 8/30/2013*

7. Ensures compliance with all contract & grant objectives and deliverables resulting from private, local, Tribal, state, and federal agreements.
8. Assists all departments with inspections and audits as needed.
9. Ensures publication of patient information documents such as the newsletter, patient brochures, CHS brochure, etc.
10. Ensures the compliance of the overall Personnel functions with existing TIHP policies, as well as applicable local, Tribal, State, and Federal employment laws & regulations.
11. Oversees the Health Information Management System staff and projects, including but not limited to RPMS data entry, IT projects, EHR., etc.
12. Other duties as assigned.