



**COMMUNITY ACTION OF LARAMIE COUNTY JOB DESCRIPTION**

<b>Job Title:</b>	Chief Operating Officer (COO)
<b>Reports To:</b>	Executive Director / Chief Executive Officer (ED/CEO)
<b>Type of Position:</b>	Hours <u>40</u> /week Full-time/ Exempt

**GENERAL DESCRIPTION**

The Chief Operating Officer (COO) provides leadership and direction to the health services operations of Crossroads Healthcare Clinic (CHC). This position will report directly to the ED/CEO and will assume duties of the ED/CEO when delegated by the CALC Board of Directors or the ED/CEO. Responsible for overall clinical operations, including: medical support, specialty referral, medication assistance, laboratory management, clinical quality improvement program, clinical program contract compliance, immunization program, employee health program, community outreach program, and medical social work services. COO serves as a member of the Administrative Staff and participates in organizational planning, budgeting, and program development.

**JOB RESPONSIBILITIES**

The following information is intended to be representative of the essential functions performed by personnel in this position and is not intended to be all-inclusive. The omission of a specific task or function will not preclude it from the duties of this position if the work is similar, related, or a logical extension of the position. Other duties may be assigned.

- Assumes responsibility for recruitment and management of direct reporting personnel, including orientation, training, performance evaluation, and disciplinary action when necessary.
- Assumes responsibility for continuing education of reporting staff.
- Ensures adequacy of staffing for and coordination of clinic provider’s schedule(s) including employed and contracted providers and residents.
- Provides oversight for management of clinical supplies inventory (pharmaceuticals, vaccines, and medical supplies).
- Spearheads the organizational accreditation for staff and clinicians.
- Assures compliance with operational component of contractual obligations; establishes monitoring systems for all Crossroads Healthcare Clinic grants, contracts, and MOU’s.
- Oversight of immunization program.
- Assumes responsibility for the employee health program.
- Assumes responsibility for system of referral for patients requiring specialty consultation and follow up. Assumes responsibility for community outreach program.
- Serves as a member of the Administrative (senior) Staff.
- Develops budget for areas of direct responsibility and collaborates in development of overall budget for the organization.
- Develops/revises policies and associated procedures.
- In conjunction with the Medical and Behavioral Health staff, defines the core clinical performance measures of the Health Care Plan and provides oversight for the data collection and reporting system.
- Assists in grant (federal, state and local) application processes.
- Participates in strategic planning process.
- Serves on the Federally Qualified Health Centers (FQHC) Incident Command Staff in the role of Operations Officer.
- Participates in community health improvement activities, following the mission of the organization.
- Travel as needed to perform job duties.
- Represents Crossroads Healthcare Clinic at regular meetings of at least one community partner within the CHC service area.

## **EDUCATION & EXPERIENCE**

- Master's degree preferred in health/business administration or related field, or two years of relevant management/clinical experience in a healthcare setting or a bachelor's degree in a related field;
- Two years healthcare experience, ambulatory practice experience preferred;
- Computer literate, including word processing, medical office management system applications, electronic mail, and electronic medical record (EPIC).

## **KNOWLEDGE & SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Responsibilities may occasionally require availability for "on-call" duties.

- Knowledge of social and economic issues surrounding poverty. Knowledge of community resources and agencies providing services needed by the homeless population.
- Ability to be culturally sensitive to diverse client populations.
- Ability to apply required knowledge and work in partnership with clients to address their needs, to develop effective solutions, and to plan and coordinate delivery of services.
- Ability to empower and support clients in life choices and change.
- Ability to provide leadership, facilitate group processes, and work cooperatively with staff and volunteers.
- Ability to develop and maintain productive working relationships within Community Action, with public and private agencies, the general public, and clients.
- Ability to understand and follow complex written and oral instructions, rules and procedures; to work independently and to be a vital and contributing part of a team.
- Ability to prepare and maintain clear, accurate, complete and timeless records and reports.
- Ability to establish boundaries which ensure professionalism and ethical interactions, and ability to adhere to established policies and procedures.
- Must possess general computer and word processing skills and be willing to learn other skills as required for specialized software.
- Must be able to work flexible hours, to include some evenings and/or weekends.
- Must be able to perform assigned duties under minimum supervision.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information and respond to questions from staff, clients, the Board of Directors, and the general public.
- Bilingual skill with English/Spanish speaking and writing is a plus.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to apply common sense understanding to carry out detailed written or oral instructions.
- Must be able to provide proof of work eligibility. Must possess a valid driver's license and have access to a personal vehicle with required liability insurance for use in business related travel.
- Utilize data for the completion of monthly billing of services to the Veterans Administration.
- Organize data and information for entry into electronic data tracking programs, as well as case notes within client files.

**ESSENTIAL REQUIREMENTS**

The work environmental characteristics described here are representative of what an employee typically encounters while performing the essential functions of this position;

- May regularly sit for periods up to two (2) hours;
  - Use hands and fingers for a variety of grip, carry and assessment purposes;
  - May be required to reach with both hands and arms; and
  - May be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl.
- Must be able to work in a moderate noise level environment;
  - Must be able to tolerate an air conditioned environment with fluorescent lighting;
  - Be able to occasionally lift or move up to 25 pounds;
  - Be able to occasionally stand for long periods of time;
  - Be able to focus up close and routinely work with computers;
  - Be able to effectively hear, understand and communicate in varied settings, both orally and in writing;
  - Ability to speak, read and write Spanish is a plus, but not required.
  - Must be able to tolerate air-conditioned buildings and fluorescent lights.
  - Must be willing to submit to yearly TB testing or provide documentation of medical exemption.
  - While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**OTHER REQUIREMENTS**

- Must demonstrate compassion for others and the ability to communicate effectively with the team, clients and partners;
- Dress and behave in a professional manner which reflects the highest quality of professionalism;
- Be able to work independently and manage work tasks consistently;
- Be present and reliable in your role with CALC;
- Support the team mission and goals;
- Be logical and adaptable to changing environmental demands with a calm demeanor;
- Must possess the ability to prioritize tasks and develop effective solutions to plan and coordinate delivery of services;
- Maintain client confidentiality in accordance with the policies of CALC and HIPAA mandates;
- Must submit to and pass criminal background screening;
- Must possess a valid state driver's license and have a clean driving history;
- Must maintain and possess at least vehicle liability insurance;
- Must be insurable through CALC's insurance provider;
- Must have and maintain reliable transportation for job related travel;
- Must be willing to travel within the county as needed to fulfill job responsibilities;
- Possess general computer and word processing skills and be willing to learn other skills as required for specialized software, such as Microsoft Office Word, Excel, Outlook, Access, Power Point and Publisher; and
- Must pass all drug and alcohol screening, including pre-employment testing and random drug screens, in accordance with CALC's drug and alcohol free environment policies.
- Requires frequent local travel and occasional out-of-town travel.
- Must be able and willing to work with people from diverse backgrounds.
- Must be bondable for financial transactions.
- Must be a leader and a team player, and possess the ability to perform duties with minimal supervision.
- Perform other duties as requested by the ED/CEO and/or the Board of Directors.

**EXECUTIVE DIRECTOR/CEO APPROVAL**

APPROVED BY 

Date 2.24.22

**BOARD OF DIRECTOR APPROVAL**

APPROVED BY 

Date 02 March 2022