



Santa Rosa  
COMMUNITY  
HEALTH

## Santa Rosa Community Health

# Chief Operating Officer

All of us. For all of you.

# About SRCH



**Santa Rosa Community Health (SRCH) serves 40,000 patients across eight health center campuses. Located in the heart of northern California wine country, we employ 500 people, all of whom are united in heart health, and justice.**

Even when faced with a multitude of challenges in recent years, including wildfires and the pandemic, we continue to build resiliency and meet the needs of our community now more than ever.

We are Joint Commission Accredited and the home of two nationally recognized residency programs. At the same time, we're always looking to the horizon to better serve our patients, our employees, and our community.



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At **Santa Rosa Community Health**, we believe health care is a fundamental human right. Every day, we open our doors to care for our diverse patients in a way that honors them and meets their health care needs – no matter what. We're seeking a dynamic, seasoned leader in health care operations to help us advance this mission and vision.



## **If you're someone who:**

- Is a **systems thinker** with experience leading **clinical operations** (FQHC preferred)
- Moves seamlessly from **idea to execution**, handling all the **details** along the way
- Bridges the need for **operational excellence** today with **innovative care models** for the future
- **Inspires teams** to move with her/him/them and **develops people**

**...then we have a great opportunity for you!**



# About the Position

**Position:** Chief Operating Officer  
**Reports to:** Chief Executive Officer

**Job Summary:** The Chief Operating Officer (COO) is responsible for overall financial and operational of each health center location. The COO provides leadership and oversight to the directors or managers at each campus to ensure the efficiency and effectiveness of the operations, patient and staff satisfaction, achievement of visit and revenue projections as budgeted, adherence to the annual budget, and performance on quality goals. The COO provides leadership and support to site directors/managers with regard to staff supervision and the development of strong teams, systems, and workflows.

The COO works in partnership with the CMO to achieve the strategic priorities of the organization and ensure effective working relationships between clinical leaders and health center operational leadership. The COO ensures that the health center campuses conform to all applicable federal, state, and local laws and regulations.

The COO acts as liaison with Department of Health Services on the county and state level and is responsible for reporting any disasters or problems with facilities that prevent or limit clinic operations. The COO is a key member in the organization’s Senior Leadership Team.



## **Key Areas of Responsibility:**

**Accountable for Clinic Operations:** Provide leadership, support, and mentorship to the site directors at each health center to support high performance in these areas:

- Productivity
- Cost management
- Patient experience
- Quality improvement
- Patient and staff safety
- Staff engagement
- Regulatory compliance
- Implementation of innovations in care delivery

## About the Position continued...

**Cross-Site Standardization:** In partnership with the CMO and Director of Operations, provide leadership on health center standardization across sites.

**Special Projects:** In partnership with the Senior Leadership Team, complete special projects that support the organization's strategic plan and meet the health care needs of the community.

### Specific Tasks/Duties:

- Participates in the development of long-range strategic plans and objectives for SRCH.
- Understands and supports operational excellence for the key processes at each health center.
- Works with other executives in the standardization of operations across all health center locations.
- Responsible for operationalizing all strategic objectives of the organization and providing tactical support and direction to the campus leadership.
- Reviews on an ongoing basis the services being offered at the health center campuses and develops new programs as needs emerge.
- Provides oversight and facilitation of operational activities between health center campuses.
- Ensures compliance with all appropriate state, federal, and local laws and regulatory requirements for a 330(e)-funded community health center.
- Participates in leadership team meetings that support the strategic and tactical direction of the organization.
- Ensures timely and accurate reporting to federal and state agencies for each health center campus.
- Develops and documents processes, procedures, and systems to improve health center efficiency and patient and staff satisfaction.
- Evaluates performance and recommends merit increases, promotions, and disciplinary actions.



## About the Position continued...

- Resolves problems efficiently and effectively that are related to staffing, programs and services, patient grievances, utilization of facilities, and equipment and supplies for the health center campuses.
- Supports each health center in the preparation of accurate and appropriate annual operating budgets for the health center campuses to the CEO and CFO for review and approval, manages health center campuses within this budget, and reports accurately on progress made and challenges encountered.
- Participates in the development and implementation of the quality improvement program and processes at the health center.

## Qualifications:

- BA/BS degree required.
- Master's degree in business, health care, public administration, or other related field preferred or equivalent experience.
- 10-plus years in a leadership position in a non-profit health or human services organization.
- Leadership experience in FQHC health center operations strongly preferred.
- Knowledge of regulatory requirements for 330-funded health centers.

# About the Candidate



- Excellent management, mentoring, and supervisory skills. Strategic thinking and execution skills.
- Demonstrated successful experience in multiple site operations.
- Ability to present ideas and information clearly and persuasively to people at all levels of education.
- Commitment to organizational mission.
- Ability to relate well to people from diverse ethnic and socio-economic backgrounds.

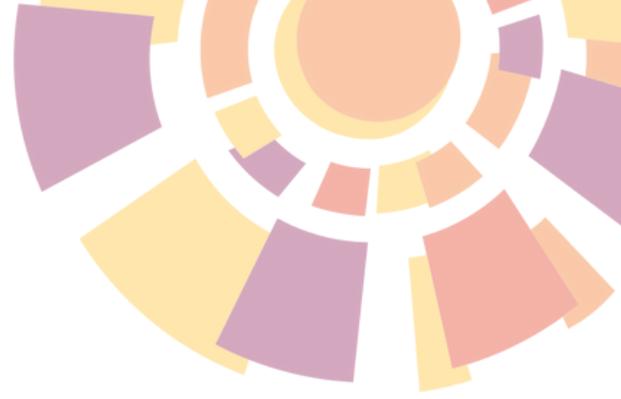
## About the Candidate continued...

### Knowledge & Skills:

- Leadership ability, team management, and interpersonal skills.
- Excellent analytical and abstract reasoning skills plus excellent organization skills.
- Knowledge of outpatient clinic operations, workflows, and processes.
- Knowledge of compliance issues within the community clinic environment.
- Sensitivity to and willingness to interact with persons of various social, cultural, economic, and educational backgrounds.
- Proficiency with Microsoft Office applications, including Outlook, Word, Excel, and PowerPoint.
- Strong organizational skills with ability to prioritize projects, manage multiple tasks, and meet deadlines.
- Strong interpersonal skills.
- Ability to work independently and as part of a team. Excellent written and verbal communication skills.
- Good judgment as well as problem-solving and decision-making skills.
- Perform complex mental functions and basic arithmetic functions; interpret complex laws, regulations, and policies; collect, interpret, and/or analyze complex data and information.



# Compensation



Santa Rosa Community Health is an Equal Opportunity Employer. It is a National Quality Leader health center and has been named one of the area's Best Places to Work by the North Bay Business Journal. Benefits start the first day of the month after 30 days of continuous active employment for employees scheduled to work at least 20 hours per week.

## Salary

- Range starts at \$175,000, commensurate with experience

## Travel & Relocation Reimbursement

- Covers the cost of airfare, hotels, car rental and some meals to visit and interview at SRCH
- Up to \$10,000 family moving allowance (based on receipts)

## Paid Time Off (PTO) and Holidays

- Generous PTO plan starting at accrual rate of 30 days annually
- 11 Paid Holidays annually

## Health & Dental Insurance

- Choice of two health plans: Kaiser Permanente HMO Plan or Western Health Advantage HMO Plan
- Choice of two dental plans: Delta Dental Plan or California Dental HMO Plan
- SRCH pays 100% of the premium for all regular non-union employees scheduled to work at least 32 hours per week

## Vision Insurance

- VSP plan available
- Employee pays 100% of the premium at competitive rates

## Life Insurance

- SRCH provides a Group Life and Accidental Death and Dismemberment Plan of \$25,000 through Mutual of Omaha for all employees scheduled to work at least 32 hours per week

## Salary Continuation

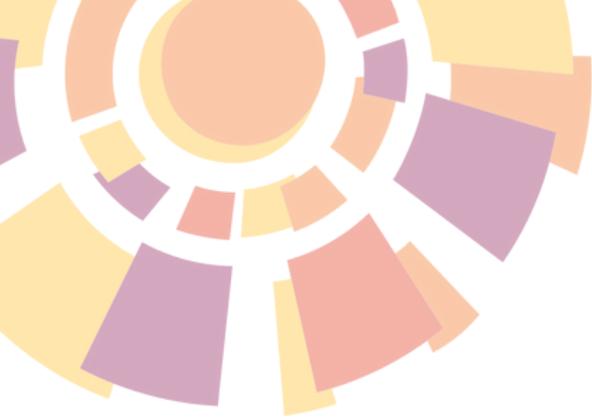
- Employee paid Short-Term and Long-Term Disability Insurance plans available at competitive rates
- Aflac plans available at competitive rates

## Flexible Spending Account (FSA)

- Employees can withhold pre-tax funds from their paycheck for health expenses

## Tax-Deferred 403(B) & 457(B) Retirement Plans

- SRCH provides a 403(b)-retirement plan for eligible employees
- SRCH employer contribution of 3% of employee salary; increases to 4.5% in year four and to 6% in year eight
- SRCH provides a 457(b)-retirement plan to a select group of highly compensated employees as a supplement to the SRCH 403(b) plan.
- The 457(b) plan gives employees the opportunity to contribute additional pre-tax dollars toward your retirement savings.



**Santa Rosa Community Health celebrated its 25th anniversary last year and is excited to be engaging a new Chief Operating Officer to help pave the way for the next 25 years of being an integral partner in the health of the community.**

**SRCH is guided by these values:**

**JUSTICE**

Everyone deserves the right to a full and healthy life.

**EQUITY**

Everyone should receive the highest quality care that honors them and meets their unique needs.

**CLINICAL EXCELLENCE**

Continuous learning and innovation are essential for excellent care.

**COMPASSION**

A loving and safe environment is essential for healing.

**RESPECT**

All who enter our doors are heard, valued, and respected.

**PARTNERSHIP**

The journey to health and wellness is a shared collaboration with our patients, our team and our community.

**RESPONSIVENESS**

Responsiveness to the people and community we serve guides our work.

**How to  
Apply**

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**If you're excited by this opportunity:**

Interested candidates should submit a resume and cover letter to [recruit@lynx-er.com](mailto:recruit@lynx-er.com) or at [tinyurl.com/SRCH-COO](https://tinyurl.com/SRCH-COO) by **June 24, 2022** for consideration. Candidates selected for an interview will be contacted directly. Thank you.

