

WEST CECIL HEALTH CENTER

Job Description

Job Title: Chief Operating Officer
Department: Administration
Reports To: President & CEO
FLSA Status: Full-Time, Exempt
Prepared By: Human Resources
Prepared Date: April 25, 2016
Approved By: Board of Directors
Approved Date: May 5, 2016

Primary Function:

Mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization, and developing a performance culture among a group of diverse, talented individuals. The Chief Operating Officer (COO) will be a leader who is able to help others at West Cecil Health Center (WCHC) deliver measurable, cost-effective results that make WCHC's vision a reality.

The COO will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to WCHC's mission. The COO will bring efficient and effective systems to increase the productivity of the organization.

Principal Duties and Responsibilities:

1. Providing strategic and tactical leadership that will drive WCHC as a highly effective organization backed by high quality, timely, and accountable operational execution both in headquarters and in-country offices.
2. Building and leading an effective team who consistently deliver high-quality work that fulfills WCHC's mission, vision, and strategic priorities, while meeting or exceeding performance indicators.
3. Putting strategic priorities into operation while sustaining high-quality ongoing work.
4. Managing priority project portfolios (alignment to strategy, budget, resources, return on investment), including performance tracking and reporting.
5. Providing regular information to the CEO regarding organizational performance, along with strategies and plans to continually improve performance.
6. Supporting the CEO in providing strategic leadership to the organization.
7. Drive strategic priorities into operational successes.
8. Ensure effective communication and collaboration that maintains compatibility among project staff, subcontractors, consultants, and customers.
9. Lead WCHC's work planning process, including budget development.
10. Track and report multiple indicators of organizational performance.
11. Develop and deliver change management strategies.
12. Support the CEO's work with the Board of Directors.
13. Represent WCHC to Health Partners and Groups, non-governmental organizations (NGOs), and relevant professional membership forums
14. Performs other duties as assigned by supervisor.

This job description provides a summary of the major duties and responsibilities performed by individuals in this position. Incumbents may be asked to perform other tasks not specifically written in this job description. These additional duties and responsibilities may be assigned as deemed by the Chief Executive Officer.

Minimum Knowledge, Skills, and Abilities:

1. Bachelor's degree from an accredited college or university required. RN or Advanced degree preferred.
2. Minimum of 10 years professional experience.
3. Minimum of 5 years' experience leading an organization's operations/management.
4. Minimum of 3 years' experience in healthcare industry.
5. COO or CEO experience preferred.
6. Ability to manage complex situations, including an ability to balance multiple responsibilities and influence key stakeholders.
7. A track record of leadership and management of multiple, integrated projects.
8. Senior analytical skills to facilitate assessment of priorities and progress within and across projects.
9. Strategic thinking to align operations to strategic direction.
10. Proactive thinking.
11. Highly developed written and verbal communication skills.
12. Sensitivity to cultural differences and understanding of the political and ethical issues surrounding sector issues.
13. Ability to influence others in reaching across the organization to collaborate.
14. Ability to hold others accountable.

Communication:

1. Internal: Superior customer service skills required. This includes tact working with co-workers, patients, families, and visitors.
2. Works in a team environment with the other clinical staff.
3. External: Excellent verbal communication skills when working with external stakeholders.

Working Conditions:

1. Typical medical office setting.
2. Will require driving between health centers and to partner organizations.
3. Assignments to particular sites, schedules and hours can be changed at any time with reasonable notice and maybe include weekend hours.

Physical Requirements:

1. Prolonged sitting, chiefly at a computer terminal
2. Occasional bending, stooping and stretching
3. Requires occasional lifting up to 25 pounds.

Core Values:

Teamwork · Quality · Respect · Professionalism · Commitment

I have reviewed this job description and understand the responsibilities, essential functions, environmental factors, and qualifications included within.

I have received a copy of my job description. I am qualified and will perform the responsibilities and functions included within this job description.

Employee

Date

Supervisor

Date