



Heart of Ohio Family Health Centers
Job Description
Chief Operating Officer

Summary: The Chief Operating Officer may work under the supervision of the CEO, and other executive officers on the executive team. Directs, supervises and coordinates the overall clinical and business operations for the Centers. The COO participates in the development and administration of policies, as well as clinical and business operations and strategic planning.

Reports to: Chief Executive Officer

Supervises: Directs and supervises all centers activities through managers and administrative support staff.

Dress Requirement: Business casual in accordance to Heart of Ohio Family Health Centers's dress code policy

Work Schedule:

Monday through Friday during standard business hours
Times are subject to change due to business necessity

Exempt

Non-Exempt

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Participates in development of long-range strategic plans, governance structure and objectives for practice management
- ✓ Supervise the daily administration of the organization's offices and the operation of equipment and facilities.
- ✓ Participates in the development and implementation of the mission, vision and values of the Centers including the deliverance of high quality. Patient focused health care.
- ✓ Monitor internal processes, and identify and imply the most efficient methods of running the organization.

- ✓ Resolves problems related to staffing, utilization of facilities, equipment and supplies for the Centers.
- ✓ Analyzes and recommends changes in organizational systems, policies and procedures and ensures their implementation.
- ✓ Delegate's authority and responsibility as appropriate.
- ✓ Participates in the evolution and refinement of the quality improvement process at the Centers.
- ✓ Undertakes special projects as directed by the CEO
- ✓ Participate in the financial and business planning, review financial reports, and advise the CEO about financial decisions.
- ✓ Manage the budgeting process and ensure auditing and accounting policies are followed.
- ✓ Works as an integral part of the senior management team providing care in accordance with Centers' mission as it relates to indigent and charity care
- ✓ Attends and participates in the management staff meetings as necessary and appropriate
- ✓ Other duties as assigned (non-essential)

Job Qualifications (Experience, Knowledge, Skills and Abilities)

Knowledge of organizational policies, procedures, systems and objectives

Knowledge of fiscal management

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

Skills in exercising initiative, judgment, problem-solving, decision-making.

Skills 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

Excellent verbal and written skills

Education:

Bachelor's degree in health, business or public service

Master's degree preferred

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

Equipment Operated:

Telephone

Computer

Printer

Fax machine

Copier

Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position’s primary work area is patient examination rooms and office.

The patient examination rooms and office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2
Randomly changing work pace	3
Fast, sometimes chaotic, high stress work pace	2
Independent decisions made without supervision	2

Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	1
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money or financial accounts (cash, checks or credit cards)	2
Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	2

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager. I understand this job description is not a contract of employment and my employment is *at will*.

Original to Personnel File
Copy to Employee