

**NORTHERN NECK MIDDLESEX FREE HEALTH CLINIC
EMPLOYEE WORK PROFILE
JOB DESCRIPTION**

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| Employee Name: | Supervisor: Executive Director |
| Position: Chief Operation Officer (COO) | Date of Hire: |
| Mission Statement: We embrace health and wellness as the foundation for quality of life, and we dedicate ourselves to providing the highest level of health care to all those who lack access to it within our community. | |
| Purpose: The COO is responsible for leading and directing the day-to-day operations of the Clinic. The COO ensures that the overall operations run smoothly, efficiently and professionally. The COO has supervisory and administrative responsibility for Medical, Dental and Pharmacy operations, human resource management, facility maintenance, information and office technology and risk management. | |
| <p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Program Management assuring a patient centered approach with the Medical Clinic, Behavior Health, Pharmacy, and Dental Clinic. Work with the department directors and staff to assure a collaborative multi-discipline healthcare. Oversees financial eligibility screening of patients for all departments. Identify eligibility issues and defines potential exceptions, 2. Human Resource Management recruiting, retaining, training, valuing paid staff. Direct supervision of Medical, Dental and Pharmacy Directors and the following professionals and administrative staff: Nurse Navigator, Medical assistants, Dental Assistants, and Dental Coordinator and Pharmacy coordinators, Pharmacy techs, Business and Front office Coordinator and assistants. Oversee the ongoing staff development and training including grievance procedures. New staff orientation program and completion of annual staff evaluations. Responsible for HR functions including negotiation of health insurance contracts, employee benefits. 3. Governance providing exemplary staff support to the Health Care Services standing committees and the Personnel Ad-Hoc Committee 4. Risk Management and Compliance assures compliance & monitors: Regulatory agencies and requirements including but not limited to: VAFCC Membership standards, OSHA, HIPPA, Electronic Health Records Program Sarbanes Oxley: whistle blower, document destruction. Oversee filings and permits such as: Va Tax exemption, and Dept of Ag and Consumer Affairs. Conduct Medical, Behavior Health, Dental and Pharmacy Program and patient eligibility audits.. Ensures the highest levels of patient satisfaction assuring thorough training of staff and the periodic distribution and analysis of patient satisfaction surveys. 5. Facilities, IT and Operations Management oversight for internal and external building including security and information systems, Waste removal, vendor | |

relationships/ordering supplies/maintenance agreements and general office technology and systems

- 6. Other Duties.** Performs other appropriate duties as requested by the ED. The COO may be designated to act in the place of the ED in his/her absence and/or represent the Clinic at special meetings or functions as necessary.

Requirements:

- Bachelor's degree
- Knowledge of the healthcare industry - medical, dental, and pharmacy
- Knowledge of applicable regulations and state and federal laws
- Understanding of medical billing and coding
- Computer skills including knowledge of relevant software, and experience using an electronic health record

Skills/Abilities:

- Demonstrated ability to work effectively with a wide variety of people, particularly those experiencing socio-economic disparity
- Demonstrated excellent written and verbal communication skills including computer literacy and experience with data management
- Ability to plan, organize and prioritize multiple tasks, accomplishing goals in a timely manner
- Demonstrated ability to work collaboratively with team members, patients, and resource providers
- Managed a variety of positions and diverse staff

Physical Requirements: This position is primarily in the office with occasional local travel and may require some bending and lifting.

Employee signature:

Date reviewed: