

Eastport Health Care, INC.  
PO Box H / 30 Boynton St.  
Eastport, ME. 04631  
(207) 853-6001

## JOB DESCRIPTION

**Title:** Chief Operations Officer

**Position Category:** Salaried/ Exempt

**Supervisor:** Chief Executive Officer

**Supervises:** Patient Care Supervisors' Manager

**Position Description:** This position provides leadership, day-to-day management and oversight of the organization's clinical and facilities operations. Assists the Chief Executive Officer (CEO) with implementation of the organization's health care plan, program, and facility expansion. Provide direct oversight of organizational operation, to ensure effective services are provided to the target population and surrounding community. Facilitates collaborations within the organization and in the community.

*All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.*

**Supervisory Duties:** Reporting to the CEO, the COO is responsible for and has the authority to accomplish the duties set forth below.

### **Duties/Responsibilities:**

1. Oversees implementation of EHC's mission, vision and values of the organization, including high quality, patient focused health care.
2. Leads evaluation and brainstorming with CEO and leadership team regarding new clinical program development, ensuring participatory decision making and appropriate design and implementation.
3. Responsible for ensuring program and compliance with primary health care policies and procedures, as well as with those external regulatory bodies such as HRSA, CMS, FQHC, HIPPA, OSHA, CLIA, and other professional review and standards boards. Stays current via seminars, training sessions and in-services.
4. In conjunction with the CEO and Medical Director, works to enhance provider efficiency and, when necessary, assists in resolving clinic-related issues.
5. Ensures staff have received education/training relevant to their duties at EHC.
6. Participates in the development of long-range strategic plans, governance structure and objectives for practice management.
7. Ensures staff compliance with the adopted health care plan as it relates to the stated objectives (problems/needs), the organization's clinical goals and the method of achieving the benchmarks listed and to various reports/plans/updates due.
8. Collaborates with the CEO and CFO, in the development of the plan of operations and

coordinating corresponding budgets reflecting the volume, revenues, expenses, staffing and capital needs of the organization.

9. Facilitates and leads assigned process improvement events, appropriate team building, team energizing, data gathering and analysis, problem solving, and project management.
10. Collaborates with the CFO to ensure responsible medical supply spending practices, contributes to development and adherence of budgets.
11. In conjunction with leadership team:
  - Analyzes, recommends and supports efforts to improve performance on quality measures to engage in work redesign, changes in organization systems, policies and procedures, quality improvement process within the organization.
  - Facilitates process improvement to promote team building, team energizing, data gathering and analysis, problem solving, and project management.
  - Coordinates with departments and functions to assure appropriate information flow and understanding of overall process improvement direction.
12. Provides training, guidance and support to supervisors. Is a liaison to departments and providers' performance i.e.: adherence to policies, supporting opportunities to improve identified EHR completion, revising schedule (moving patients), etc.
13. In collaboration with CEO attends and participates as an EHC representative in various community and or health center based initiatives.
14. Actively participates in grant opportunities, assisting in preparation, application submission and ensuring program compliance and administration occurs once the grant is received.
15. In collaboration with Director of Facilities, resolves problems related to utilization of facilities, equipment and supplies for the organization.
16. Assumes a lead voice to ensure EHC is in compliance with organizational guidelines, policies and procedures in accordance with funding source requirements, as well as State and Federal Law.
17. Participates in staff, leadership, all staff meetings and board committee or provider meetings as necessary.
18. Maintains manuals as requested by CEO/CFO.
19. Perform other job related duties, as assigned.

**Knowledge, Skills, Abilities and Other Characteristics:**

1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously;
2. Must have excellent process improvement skills and to understand the clinic functions and department interactions;
3. Knowledge of practice management components, particularly in cost constrained environments.
4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, CLIA, etc;
5. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources;
6. Able to adapt process improvement in accordance with organization objectives; and

7. Willingness to work flexible hours in order to meet the organization’s needs/demands; hours flexible based on clinics hours of operation.

**Minimum Entrance Requirements:**

- Health Care, Business Administration, or related discipline required;
- Certification in Management, or completion of NACHC’s Financial and Operational Management Series a plus;
- A minimum of five years of progressively responsible administration experience in health care industry, preferably in a rural or underserved area;
- Knowledge of organizational management, preferably in a health care and/or not-for-profit environment;
- Must be able to communicate effectively verbally and in writing; and
- Previous grant writing experience, a plus.

Education

- Master’s Degree in Business Administration, Health Administration, Public Health or related field recommended (but not required); and
- Bachelor’s Degree in a health care related field required.

**Essential Functions:**

**COMPREHENSION:** Understands and applies non-routine verbal and/or written instructions;

**ORGANIZATION:** Organize and prioritize individual work schedule to manage multiple task and/or projects;

**DECISION MAKING:** Makes decisions that have a significant impact on the clinics credibility, operations and/or service;

**COMMUNICATION:** Communicates and explains a variety of information; and

**PHYSICAL REQUIREMENTS:** keyboard operation and sitting for extended periods of time. Ability to lift 25 lbs. Visual acuity for extended periods of monitor operation.

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Signature

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Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date