

JOB DESCRIPTION

Job Classification: Chief Administrative Officer

Reports to: Chief Executive Officer

Supervises: Last reviewed: 07/12/2019

POSITION PURPOSE:

The Chief Administrative Officer (CAO) contributes to the successful achievement of the organization's mission and strategic initiatives by providing leadership, oversight, evaluation and direction for the general administrative services, activities and programs of the organization through planning, organizing and directing the various departmental functions. The CAO serves as a member of the senior management team. This position provides management and supervision to designated staff. The CAO is responsible for the activities and programs of the departments within areas of responsibility: Information Technology, Quality, Marketing, Grants, Compliance, Emergency Preparedness, Facilities, Security and Risk Management and coordinate contracted ancillary services (lab and imaging). The CAO will serve as the Compliance Officer and is responsible for the direction and oversight of activities related to organization-wide HIPAA privacy and security and overall compliance.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Business or related field or in lieu of degree, a combination of equivalent education and work experience required. Master's degree in Business (MBA), Health Administration (MHA) or related field preferred.

Licensure/Certification: None

Experience:

Required:

- Senior/director level management experience (7 years).
- Supervisory experience over mid-level/department managers (5 years).
- Experience working with the strategic planning process.
- Familiarity with community health centers, medical/dental clinics or practices, or other healthcare settings.
- Broad business operations experience (5 years).
- Project management and leadership experience (3 years).
- Corporate compliance and HIPAA privacy/security experience (3 years).

Preferred:

- Familiarity with federally qualified health centers (FQHCs), rural health clinics (RHCs) or Critical Access Hospitals (CAHs).
- Working in a not-for-profit organization.
- Working with low income, multi-ethnic populations.
- Experience with Lean and project management practices.
- Communications experience, including Marketing, Advertising and Public Relations management.
- Familiarity with information technology services.
- Familiarity with state and federal grant funding and general processes of grant funding and management.
- Familiarity with emergency preparedness, safety and health principles.
- Familiarity with the operation and maintenance of facility management services.
- Familiarity with facility security services.

- Familiarity with healthcare quality program administration and payor contracting.
- Familiarity with enterprise and healthcare risk management services.

Equipment/Skills:

- Reads, speaks, understands and writes proficiently in English.
- Effectively communicates orally and in writing.
- Relates and interacts with staff at all levels of the organization.
- Represents the organization in a professional and effective manner to the community.
- Works independently and is self-directed.
- Provides operational and project management leadership across the organization.
- Supports, motivates and sustains a team-oriented culture.
- Articulates organizational vision and implements organizational strategic initiatives.
- Demonstrates excellent analytical, quantitative and financial skills.
- Exercises sound judgment, tact and diplomacy.
- Evaluates and effectively addresses highly complex issues and problems.
- Delegates work, sets expectations and monitors activities of subordinate managers and staff appropriately.
- Demonstrates proficiency in leadership and management.
- Proficiency in the use of Microsoft Office applications; Word, Excel, Outlook and PowerPoint.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Salary/Exempt

PRIMARY JOB RESPONSIBILITIES:**A. Job Specific Functions/Performance: General**

- Contributes to the successful achievement of the organization's mission and strategic initiatives by providing leadership, oversight, evaluation and direction for the general administrative services, activities and programs of the organization through planning, organizing and directing the various departmental functions.
- Works collaboratively with members of the senior management team to assure achievement of annual business and strategic goals, and objectives.
- Serves on the senior management team and other formal and ad hoc committees and teams as appropriate.
- Under the direction of the Chief Executive Officer, serves as staff to the Board of Directors as appropriate.
- Works collaboratively with the Chief Financial Officer to prepare an annual department budget and allocates resources to carry out activities and programs of the departments within areas of responsibility.
- Reviews, analyzes and evaluates financial and statistical information and productivity reports with department managers and makes the necessary adjustments as appropriate. Prepares and distributes data and/or reports and presentations to appropriate recipients and audiences.
- Leads appropriate meetings, teams/committees, work groups and etc., as needed.
- Adheres to attendance standards in order to perform the job functions for daily operations and/or continuity of patient care.

B. Job Specific Functions/Performance: Administration

- Oversees all functions related to administrative services, including but not limited to providing, monitoring and maintaining the highest degree of quality service and in providing overall direction and coordination of executive support services (planning, correspondence, communication, document preparation, office organization, management of supplies, travel arrangements, calendar maintenance, arranging meetings, other clerical and receptionist activities), support and assistance for the Board of Directors and administrative support services for locations and the senior management team.
- Participates in the development of the annual and monthly budget reports to Board of Directors and required regulatory bodies.
- Directs training for staff, as necessary, to maintain compliance with facility, state and federal standards.
- Provides support and assistance in the absence of the Chief Executive Officer.
- Oversees all functions related to business agreement (contracts) management.
- Oversees all functions related to the administration of organization-wide policies and procedures and forms.
- Works collaboratively with members of the senior management team and their direct reports to provide and monitor administrative activities and programs throughout the organization.

C. Job Specific Functions/Performance: Information Technology and Quality

- Oversees all functions related to information technology and quality, including but not limited to electronic health record governance, quality reporting administration, IT help desk ticketing and project tracking system administration, IT staff leadership, oversight of external IT vendor relationships, quality department leadership.

D. Job Specific Functions/Performance: Communications

- Oversees all functions related to communications, including but not limited to event/incident communication, brand integrity, internal/external communication, media relations and public affairs, intranet/company websites, social media and online promotion, marketing/advertising/promoting/educating and data analysis/reporting.
- Provides leadership and oversight for administration, review and changes to Communications Plan and Event/Incident Communication Plan.
- Works collaboratively with members of the senior management team to provide and monitor communications activities and programs throughout the organization.

E. Job Specific Functions/Performance: Grants

- Oversees all functions related to grants, including but not limited to identification of opportunities, internal/external collaboration, grants administration, recordkeeping/document management, data analysis/reporting, education/training and public relations.

- Works collaboratively with members of the senior management team to provide and monitor grant activities and programs throughout the organization.

F. Job Specific Functions/Performance: Compliance

- Oversees all functions related to compliance, including but not limited to health information privacy and security, legal/regulatory compliance, recordkeeping/document management, investigating/monitoring, education/training and data analysis/reporting.
- CAO will provide leadership and oversight for administration, review and changes to Compliance Program and Code of Conduct and serves as the Compliance Officer.
- Works collaboratively with members of the senior management team to provide and monitor compliance activities and programs throughout the organization.

G. Job Specific Functions/Performance: Emergency Preparedness

- Oversees all functions related to emergency preparedness, including but not limited to community alignment for the organization's involvement in local/regional emergency preparedness system, phases of planning, mitigation, preparedness, response and recovery from an internal or external emergency, training/exercises/drill and safety and emergency committees.
- Provides leadership and oversight for administration, review and changes to Emergency Preparedness Plan.
- Works collaboratively with members of the senior management team to provide and monitor emergency preparedness activities and programs throughout the organization.

H. Job Specific Functions/Performance: Facilities

- Oversees all functions related to operation and maintenance of facility management services, including but not limited to budgeting/costing, compliance/regulations, vendor management, project management, and preventative maintenance.
- Provides leadership and oversight for administration, review and changes to Preventative Maintenance Plan.
- CAO will provide assistance and approval regarding the utilization of space in administrative facilities.
- Works collaboratively with members of the senior management team to provide and monitor facilities management/maintenance activities and programs throughout the organization.

I. Job Specific Functions/Performance: Security

- Oversees all functions related to facility security services, including but not limited to security risk mitigation and security system administration.
- CAO provides leadership and oversight for the administration, review and changes to the Security Management Plan.
- Works collaboratively with members of the senior management team to provide and monitor facilities security activities and programs throughout the organization.

J. Job Specific Functions/Performance: Risk Management

- Oversees all functions related to risk management, including but not limited to insurance/claims management, recordkeeping/document management, investigating/monitoring, education/training, data analysis/reporting.
- Provides leadership and oversight for administration, review and changes to Risk Management Program.
- Works collaboratively with members of the senior management team to provide and monitor risk management activities and programs throughout the organization.

K. Performs other related duties as assigned. Standards:

- Follows guidelines established at time of assignment.
- Accepts assignments willingly.
- Prioritizes workload to ensure timely completion of assignment.
- Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date