

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: CHIEF OPERATIONS OFFICER
DEPARTMENT: ADMINISTRATION
SUPERVISOR: CHIEF EXECUTIVE OFFICER
CLASSIFICATION: EXEMPT

POSITION SUMMARY: Under general supervision from the Chief Executive Officer, the Chief Operations Officer works closely with all Department Directors to coordinate and direct the clinic operation and clinical program activities on a day-to-day basis to ensure delivery of quality patient care and maximum efficiency. Responsible for all appropriate documentation and reporting requirements.

ESSENTIAL JOB FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- Ability to organize and set priorities to ensure that medical and dental objectives are met.
- Oversees all documentation and reporting requirements including QA reports, performance evaluations, time sheets, and clinic audits.
- Ensures effective staff utilization to meet staffing and workload requirements and supports the delivery of quality patient care and services.
- Consults with the Department Directors to improve delivery of patient care; works with human resources staff to recruit and hire staff.
- Establishes accountabilities and performance goals and provides counseling, coaching, feedback, recognition, training and ongoing development of staff.
- Initiates and manages quality improvement activities for areas of responsibility.
- Leads provider recruitment, onboarding, and retention efforts.
- Organize provider engagement and patient satisfaction initiatives that lead to improved measurable outcomes.
- Supports and participates in performance improvement and risk management programs.
- Participates in continuing education to improve skills and abilities and stay abreast of current medical and new business technologies/practices.
- Ensures compliance with legal issues including, but not limited to, patient confidentiality and risk management; ensures compliance with HIPAA, federal, state, and local laws and regulations.
- Exhibits a high degree of courtesy, tact, and poise when interacting with patients, families, and other healthcare professionals.
- Is fluent in the patient scheduling computer packages in use at LCTHC.
- Applies safety principles as identified by established policy.
- Develops and maintain a procedure manual for the receptionists to ensure uniformity ease of training for new staff members, and consistency with Federal, State laws, regulations, and LCTHC objectives.
- Addresses and replies to patient grievances and incident reports.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Bachelor of Science Degree in Health Administration or Nursing preferred, and a minimum of five years of supervision experience in health care management.

BOD Approved: 1/2023

- Demonstrated competence in reacting to and handling emergencies.
- Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline, requiring excellent interpersonal skills.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Demonstrated proficiency in supervising and motivating subordinates.
- Commitment to excellence and high standards.
- Excellent written, oral communication skills, and proficient computer skills.
- Strong organizational, problem-solving and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Acute attention to detail.
- Ability to work independently and as a member of various teams and committees.
- Good judgment with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Current CPR card.
- Reliable transportation.
- Indian Preference. Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Lake County Tribal Health Consortium Inc., is an Equal Opportunity and At Will Employer.
- This position requires an awareness and keen appreciation of American Indian traditions, customs, and socioeconomic needs and the ability at all times to meet and deal effectively in contact with Indian health organizations which require tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.
- Able to operate: Computer, email, telephone, voice mail and fax machine.

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sitting / Mobility: Approximately 70% of time is spent working at a desk. Balance of time approximately 30%) is spent moving around work areas. Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 25 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE:

Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:

LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC.

Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA HEATH INSURANCE PORTABILITY AND ACCOUNTABILITY:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date