

JOB DESCRIPTION AND COMPETENCY ASSESSMENT

POSITION TITLE: Chief Executive Officer

JOB CODE:

DEPARTMENT: Administration

EXEMPT/NON: Exempt

REPORTS TO: Board of Directors

APPROVALS

DEPARTMENT MANAGER:

DATE:

ADMINISTRATION:

DATE:

HUMAN RESOURCES:

DATE:

POSITION SUMMARY: Responsible for the overall management and development of the organization. Through management personnel, directs, supervises and coordinates the overall operation of clinical and administrative departments.

This position requires the full understanding and active participation in fulfilling the mission of the organization. It is expected that the employee demonstrates behavior consistent with the core values and support the Center's strategic plan.

ESSENTIAL COMPETENCIES/PERFORMANCE EXPECTATIONS: include the following: The required behaviors associated with the following competencies are outlined in the Competency Assessment Form.

1. Demonstrates Competence related to the application of our core values
2. Practices all facets of Health & Safety
3. Practices Human Resource Responsibility
4. Demonstrates competence in leadership, communication, professionalism, organizational and analytical skills, and technical/professional skills and knowledge in performance of duties and responsibilities rendered to the customer population served.*

*Candidates who cannot perform some or all of these competencies because of disabilities will receive full consideration for the job based on their ability to perform the essential functions of the position.

MINIMUM JOB REQUIREMENT:

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATES/ELIGIBILITY: Bachelors Degree in health or business administration; Masters Degree preferred; CMPE or FACMPE in the American College of Medical Practice Executives preferred. Minimum of X years management experience in an ambulatory setting.

Eligibility: All employees must be able to provide proof of their identity and their right to work in the United States.

SKILLS/KNOWLEDGE/ABILITY

Interpersonal: Development and maintenance of effective relationship with medical and administrative staff, patients and the public. Ability to communicate effectively in writing and verbally. Skill in preparation and presentation of reports to board/shareholders. Ability to remain calm and poised in urgent situations.

Critical Thinking: Planning (strategic and short-term) and organizing. Skill in exercising initiative, judgment, problem solving and decision-making. Skill in analysis, development of comprehensive reports and interpretation of complex data. Ability to set priorities and avoid crises management.

Knowledge: Organization policies, procedures, systems and objectives. Fiscal management and human resource management techniques. Health care administration, including managed care administration. Governmental regulations and compliance requirements. Computer systems and applications.

MACHINES, EQUIPMENT, WORK AIDES: Computer, printer, copier, and telephone, voice mail, and fax.

WORK ENVIRONMENT: Works in a well-lit air-conditioned private office. Must be able to drive between facilities. Must be able to work under pressure.

PHYSICAL DEMANDS: See the following physical demand analysis form for information specific to this position.

EXPOSURE CATEGORY: Category III: tasks involve no exposure to blood or other potentially infectious materials.

Competencies

STANDARD I

1. BEHAVIOR REFLECTS A HIGH REGARD FOR THE WORTH AND DIGNITY OF OTHERS
 - 1.1 Conducts and presents self in professional manner
 - 1.2 Respects the beliefs, culture and ethnic heritage of others
 - 1.3 Demonstrates awareness of the individual rights of patients
 - 1.4 Speaks positively about the Centre and staff at all times
 - 1.5 Is flexible and adaptive to changes in work processes and functions
 - 1.6 Adheres to organization's security and confidentiality policies
2. BEHAVIOR REFLECTS A CONCERTED EFFORT TOWARD EXCELLENCE IN SERVICE
 - 2.1 Accepts constructive criticism and modifies actions accordingly
 - 2.2 Adheres to established time frames
 - 2.3 Actively seeks ways to improve level of performance
3. BEHAVIOR REFLECTS AN OPENNESS AND DIRECTNESS IN INTERACTING WITH OTHERS
 - 3.1 Expresses self clearly in verbal/written communication
 - 3.2 Avoids gossip, rumor spreading and destructive communication
 - 3.3 Solves problems independently
 - 3.4 Brings issues to board's attention when necessary

STANDARDS II

1. FINANCIAL MANAGEMENT
 - 1.1 Oversees the preparation of budgets by anticipating expected revenues and expenses to achieve organizational objectives

- 1.2 Directs the preparation of periodic financial statements by measuring the relevant business activity and financial position of the organization to ensure appropriate scrutiny and financial management
 - 1.3 Ensures that all organizational obligations to vendors and suppliers are met establishing policies and procedures for procurement and payment to minimize expense and maintain a stable supply of resources
 - 1.4 Supports the financial viability of the organization by identifying and fostering key business relationships with banks, accountants, attorneys, etc., to ensure the integrity of the business
 - 1.5 Develops and presents financial analyses by employing a variety of techniques (modeling, forecasting, benchmarking, cost/benefit analysis, etc.) to enhance stakeholder understanding and improve decision making
 - 1.6 Establishes a system of controls by designing and enforcing checks and balances to minimize the risk of financial loss and ensure organizational integrity
 - 1.7 Ensures the organization receives the ongoing benefits of a qualified retirement plan by complying with federal requirements in order to avoid risk of financial penalties
 - 1.8 Oversees negotiations of third-party contracts by selecting those with terms most favorable to the organization and monitoring contract terms in order to maximize reimbursement and allow independent medical decisions
2. HUMAN RESOURCE MANAGEMENT
 - 2.1 Ensures compliance with federal and state regulations by implementing and monitoring personnel policies and procedures to protect employees and the organization
 - 2.2 Constructs an employee appraisal system by identifying and clarifying core competencies in order to provide direction, enhance workforce capabilities, and identify training needs
 - 2.3 Employs the optimal number of well-matched personnel by developing an effective placement program and workforce plan in order to contribute to the success of the organization
 - 2.4 Oversees the compensation and benefits program by collecting and analyzing market data periodically in order to attract and retain qualified personnel consistent with values of the organization
 - 2.5 Addresses employee problems and concerns by maintaining pro-active and responsive employee relations in order to achieve a high rate of employee satisfaction and performance
3. PLANNING AND MARKETING
 - 3.1 Formulates an effective strategic plan by analyzing the environment and gaining stakeholder consensus on the organization's direction in order to maximize the organization's success
 - 3.2 Informs the public of the value of the health care provided by the organization by creating effective public relations programs to differentiate and promote the organization

- 3.3 Examines the possibilities for growth by identifying opportunities for partnerships and strategic alliances to enhance market position and organizational effectiveness
- 3.4 Develops a customer relations program by conducting periodic surveys and recommending improved procedures to meet or exceed the appropriate expectations of patients, staff, and outside stakeholders
4. INFORMATION MANAGEMENT
- 4.1 Oversees ongoing information needs for the organization by querying involved users and evaluating physical IS resources to improve business performance
- 4.2 Directs effective implementation plans, maintenance of databases and provides access to training resources to continually improve performance
5. RISK MANAGEMENT
- 5.1 Exercises due diligence throughout contract development, negotiations, and compliance by reviewing, analyzing, and consulting appropriate resources in order to diminish risk
- 5.2 Manages governance and operations by remaining within the definition of the organization's established legal structure in order to maintain compliance
- 5.3 Resolves conflicts with internal and external stakeholders by addressing complaints immediately within established grievance procedures in order to avoid litigation
- 5.4 Discourages criminal activity by establishing and monitoring policies involving personnel and property in order to protect patients and staff and limit financial exposure
- 5.5 Maintains the confidentiality of patient, staff, and organizational proprietary information by developing, instituting, and monitoring policies to protect the privacy and rights of those entities
- 5.6 Obtains professional, organizational, and business liability insurance by negotiating cost effective and comprehensive coverage to reduce organizational and provider insurance
- 5.7 Responds to all reports of inappropriate conduct with corrective solutions through investigation, discussion, and monitoring with organizational leadership to protect patients, staff, the organization, and others
6. GOVERNANCE AND ORGANIZATIONAL DYNAMICS
- 6.1 Constructs a system of governance which actualizes the organization's strategic vision, mission, and values in collaboration with the physician leadership in order to achieve organizational goals and to ensure highly satisfied stakeholders
- 6.2 Continually improves the governing system by evaluating the effectiveness of the bylaws, policies, political dynamics, and cultural values in order to sustain healthy stakeholder relationships
- 6.3 Promotes organizational and individual success through ongoing support, encouragement, empowerment, and effective teamwork to enhance staff loyalty and productivity

7. OPERATIONS

7.1 Addresses requirements for accreditation and audits by establishing a system to monitor entities (staff and facilities) in need of licensure, credentialing, and re-certification to ensure regulatory compliance and continuity of service

7.2 Oversees the collaboration of clinical and business staff in the development of policies, procedures, programs, protocols, and systems, to provide an efficient and accurate patient encounter that will improve the organization's effectiveness, and the quality of patient outcomes

7.3 Provides effective communication linkages through telecommunication and/or internet-based technologies to ensure customer access, service, and operational coordination

7.4 Develops a facilities planning program by periodically evaluating facility capabilities in order to meet the ongoing operational needs of the organization

8. PROFESSIONAL RESPONSIBILITY

8.1 Advances personal knowledge base by pursuing continuing education and credentialing in order to enhance professional competence

8.2 Promotes individual and organizational integrity by exhibiting ethical behavior to maintain high standards for the organization and its constituents

8.3 Responds to the needs of others through effective communication, mutual respect, and consistent follow through in order to generate trust and enhance personal effectiveness