

JOB DESCRIPTION
TITLE: FQHC DIRECTOR OF OPERATIONS

Department/Program	Fairfield Community Health Center	Reports to – Title	Chief Operations Officer (COO) Dotted line to Chief Medical Officer (CMO)
Site		Salary Band	\$105,000 - \$130,000
Job Classification (FT, PT, on-call)	FT	Hours Per Week	40
FLSA Status (Exempt, Non-Exempt)	Exempt	Essential Position	
Eligible for Hybrid (Yes/No)	No	Max Remote Days	

Job Summary

The Director of Operations serves as the operational leader in a dyad partnership with the Chief Medical Officer (CMO) to ensure seamless integration of clinical and operational strategies across multiple clinics. The Director of Operations is responsible for direct oversight of all non-clinical functions, optimizing workflows, enhancing patient access, and working with the COO and CMO ensuring financial sustainability within a Federally Qualified Health Center (FQHC). This role is instrumental in aligning business operations with high-quality, patient-centered care. This role will be key in working with other key leaders to expand new health clinic sites across the state of Ohio.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide leadership and oversight in the following areas: Front office operations, intake, outreach, referrals, scheduling, and nursing.
- In collaboration with the CMO, oversee the development and implementation of systems, workflows, policy and procedures, which lead to the achievement of health center goals, defined service utilization levels, and quality outcomes corresponding to areas such as:
 - o Patient access, scheduling, flow, and utilization
 - o Patient satisfaction and customer service
 - o Technology optimization
- Collaborate with the CMO in practice redesigning within operational systems, policies, and procedures.
- In collaboration with the CMO, provide leadership and oversight of organization-wide initiatives and new clinical program development to transform patient care delivery systems, ensuring alignment with strategic plan goals and objectives, and the patient-centered best practices.
- In collaboration with the CMO, promote a team-based approach to delivering high-quality, cost-efficient care in which patient satisfaction and improved health outcomes are the primary goals.
- Work collaboratively with the CMO to oversee the deployment and proper use of high-quality clinical information systems that include EHR & EDR documentation, tracking of referrals, recall of patients, support of the Quality Improvement (QI) program, and assessment of clinical outcomes.
- In collaboration with the COO and CMO, manage relationships with health plans.
- In collaboration with the COO and CMO and other designed Healthcare Services leadership, operationalize the long-range strategic plan.
- In partnership with the COO, develop and monitor operating budgets; participate in budget planning for all departments of oversight; control expenses to ensure compliance with approved budgets.
- Support with building and strengthening community partnerships and collaborating with external stakeholders to advance community initiatives.
- Foster interdepartmental communication, coordinating effectively with executive leaders, site leaders, and front-line staff from various departments to ensure stakeholders are well-informed and staff have needed resources.

- Collaborates with the Information Technology team to implement initiatives.
- In collaboration with other key leaders such as legal, compliance, and Quality Improvement, manage the risks associated with the clinic's cost, liability, and operations and identify opportunities to reduce risk and contain costs.
- Oversees the create and modification of policies to comply with local, state, and federal governing bodies, including by not limited to DHCS, HRSA, HIPAA, NCQA, etc.
- Oversee safe work practices to protect the health and safety of employees and patients by OSHA regulations.
- Provides leadership support for the investigation of incident reports and corrective action through the clinical quality improvement process.
- In collaboration with other key leadership, investigate incident reports and take corrective action as needed.
- Demonstrates ethical and professional behavior.
- Provides leadership and serves as a positive role model for all staff.
- Performs other related work as required.

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job. Management may, at its sole discretion, assign or reassign duties and responsibilities to this job at any time

MINIMUM QUALIFICATIONS

- Minimum of 5-7 years of progressive leadership experience in the healthcare field, preferably within an FQHC or Community Health Center.
- Bachelor's degree in business, Public Health, Hospital or Public Administration or equivalent experience; Master's in same fields preferred.
- Previous FQHC or Community Health Center leadership experience
- Proficiency in a variety of health IT programs (eCW, and quality platforms).
- Thorough understanding of outpatient and managed care principles and systems.
- Demonstrated ability to effectively manage multiple activities within multiple departments and at multiple sites.
- Strong ability to build positive relationships throughout the organization.
- Demonstrated organization, problem-solving, and time management skills.
- Ability to work effectively as a team player.
- Must have excellent interpersonal skills and empathy towards patients and staff, critical thinking skills, ability to handle stressful situations, capacity to function independently, and ability to document meticulously.
- Knowledge of managed care and health plan requirements for Medicaid, and Medicare.
- Ability to manage and supervise various positions and relate well to people from diverse ethnic and cultural backgrounds, as well as having a passion for working with at-risk, culturally diverse populations.
- Basic understanding of healthcare informatics and ability to organize, analyze and synthesize complex data from various sources.
- Familiarity with project management methodology.
- Able to adapt process improvement in accordance with organization objectives. Experience and/or good working knowledge of Six Sigma, Lean, etc., a plus.
- Willingness to work flexible hours to meet the organization's needs/demands.
- Have excellent communication skills; must be able to communicate effectively in written and verbal format.
- Skilled in Microsoft Office, data entry, electronic medical record, and use of business email.

PHYSICAL REQUIREMENTS

Sedentary work that primarily involves sitting/standing.

Fairfield Community Health Center provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, genetic information, or any other characteristic protected by federal, state, or local laws. Fairfield Community Health Center prohibits discrimination and harassment of any type.

APPROVAL REQUIRED BY:	APPROVED BY:	DATES APPROVED:
Human Resources		
Chief Medical Officer		
Chief Operating Officer		

Print Name _____ Signature _____

Date _____