



Chief Operating Officer (COO)

Neighborhood Health Centers of the Lehigh Valley (NHCLV) located in the beautiful Lehigh Valley, PA is currently interviewing for a full time Chief Operating Officer.

Under the supervision of the CEO, the Chief Operating Officer directs, supervises and coordinates the overall clinical and business operations for Neighborhood Health Centers of the Lehigh Valley. The COO participates in the development and administration of policies on clinical and business operations and participates in strategic planning. The COO directs and supervises all NHCLV activities through managers and administrative support staff.

Hours of Operation: Hours may vary depending on the needs of the agency.

Other: Some off-site work will be required
Out-of-town and overnight trips possible

Job Duties

1. Participates in development of long-range strategic plans, governance structure and objectives for practice management.
2. Participates in recruitment and retention of professional and nonprofessional staff.
3. Participates in establishment and implementation of organizational policies and procedures. Interprets policies, objectives and operational procedures.
4. Participates in the development and implementation of the mission, vision and values of the NHCLV, including the deliverance of high quality, patient focused health care.
5. Resolves problems related to staffing, utilization of facilities, equipment and supplies for NHCLV.
6. Evaluates performance and recommends merit increases, promotion, and disciplinary actions.
7. Analyzes and recommends changes in organizational systems, policies and procedures and ensures their implementation.
8. Participates in the evolution and refinement of the quality improvement process at NHCLV.
9. Undertakes special projects as directed by the CEO.
10. Maintains open communication with the Medical Director and Department Heads to ensure that the non-clinical administrative operational processes are appropriately integrated into the clinical areas to promote operational efficiency in the provision of patient care.
11. Maintains oversight and responsibility for auditing, monitoring and evaluating elements of the Corporate Compliance Program.
12. Works collaboratively with off-site clinical practices to ensure compliance with established administrative protocols that facilitate operational efficiency.
13. Responsible for Facility Management Services and IT.
14. Assists the Chief Executive Officer in community outreach activities.
15. Other duties as assigned.

Qualifications

- Bachelor's degree in health, business or public service.
- Master's degree preferred.
- Five years of operational management or 10 years of medical office management experience.
- Experience with Federally Qualified Community Health Centers is desired.

Benefits

NHCLV offers an excellent benefit package including 8 paid holidays, PTO, a competitive pay rate and an excellent benefit package including medical, dental and vision along with company paid Life and a Short Term Disability plan when eligible. NHCLV also has a tuition reimbursement program for those who qualify!

SEND RESUME AND COVER LETTER TO: info@nhclv.com

The Mission of the NHCLV is to provide primary and preventive health and wellness services in the Lehigh Valley, regardless of a person's ability to pay. We strive to do this directly and in partnership with other organizations, with a goal of creating a primary health care home for an underserved community.

This is not intended to be a full job description.