



## Cow Creek Government Office

### **Health Operations Administrator**

Jobs Code                    2001  
Department:                Cow Creek Health and Wellness  
Location:                    Roseburg/Canyonville  
Minimum Salary:         \$150,000

#### POSITION PURPOSE:

In partnership with the Health Operations Officer, the Health Operations Administrator leads the day-to-day operations of the Cow Creek Health and Wellness Clinic. This position directly supports clinic leaders through strategic direction, coaching, resources, problem solving and ensuring collaboration within the team.

#### ESSENTIAL FUNCTIONS:

- Provide oversight and management of daily operations at the Health and Wellness center including Dietetics, Behavioral and Public Health units.
- Direct financial and operational performance, provider practice efficiency, timely and accurate documentation, service excellence, budget development and management, staffing, talent and performance management.
- Provide direction, mentoring, and supervision to leadership staff to ensure leadership executes effectively.
- Develop new programs to enhance the quality and access to CCH&WC.
- Establish and maintain high clinical standards of care. Analyzes, organizes, and manages clinical and non-clinical operations of CCH&WC.
- Partner and direct CCH&WC leadership to ensure overall success of the Health and Wellness Center. Engage leadership in developing and implementing plans to meet annual operating goals in alignment with strategic plan.
- Maintain, develop, and implement CCH&WC policies and procedures.
- Research and prepare federal, state or other grants for CCH&WC.
- Achieve and maintain operations that meet accreditation that may include AAAHC, ACHC, NCQA, or equivalent and recognized standards.
- Support the quality assurance program including infection control, safety, peer reviews, and all aspects of Quality Improvement.

- Participate in multidisciplinary teams and serve as the liaison for CCH&WC with internal and external partners.
- Participate and lead collaborative problem solving and troubleshooting.
- Foster an environment that promotes trust, transparency, and cooperation amongst all CCH&WC staff.
- Communicate professionally and effectively in all forms in a clear and concise manner.
- Responsible for internal and external customer service, quality assurance and the process of resolution of concerns, complaints and grievances in a timely manner.

#### SPECIFIC JOB KNOWLEDGE, SKILL, AND ABILITY:

- Align with Tribal history, governance structure, subsistence, Tribal enrollment, and cultural heritage, as well as factors impacting sovereignty and self-governance.
- Solid working knowledge of budgeting and grants management.
- Solid working knowledge of health accreditation standards and implementation.
- Knowledge of primary care, behavioral health operations, service delivery, and an integrated model of care.
- Knowledge of healthcare regulatory requirements, risk management, and privacy compliance.
- Knowledge of change management techniques.
- Excellent interpersonal, communications, public speaking, and presentation skills.

#### QUALIFICATIONS:

- Ability to work successfully with a wide variety of people in written and verbal forms.
- Bachelor's Degree or higher, in related field or equivalent experience in Health Care Administration.
- Two - four years of supervisory experience in healthcare management, required.
- Healthcare business, clinical licensure/certification and/or degree, required.