



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.

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.
- Working knowledge of budgeting and grants management.
- 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.