



# CANONCITO BAND OF NAVAJOS HEALTH CENTER

PO Box 3338 / 129 Medicine Horse Drive - To'Hajiilee, NM 87026 INC.  
Phone (505) 908-2307 / Fax (505) 908-2310

## Chief Operations Officer Position Description

<b>Department:</b>	Administration
<b>Job Code:</b>	
<b>Pay Range:</b>	
<b>Hours/week:</b>	40 hours
<b>Type of Position:</b>	Full-time

<b>Reports to (title):</b>	Chief Executive Officer
<b>Classification:</b>	Exempt
<b>Effective Date:</b>	July 1, 2016
<b>Revised Date:</b>	May 15, 2024

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajo Health Center, Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC and Health Center policies and procedures, as well as all applicable laws.

### POSITION PURPOSE

Provides sound business and fiscal management in the operation of the CBNHC programs, services and facilities in accordance with patient and client needs, AAAHC certification compliance, governmental regulations, quality assurance and the CBNHC operational standard and policies. Collaborates on the development of long and short-term strategic plans aligned with the mission and vision of CBNHC maintaining quality care and business and financial profitability. Administers programs and services and ensures accountability of programs to their goals and objectives, improving performance, satisfaction, quality and outcomes within their specialty. Administers all aspects of CBNHC's Patient Services, Facilities, Compliance, and IT policies and functions. Ensures activities are conducted in accordance with established CBNHC's policies and procedures. Assigns, directs, and appraises personnel of assigned departments. The incumbent reports directly to the Chief Executive Officer (CEO) and works closely with executive management.

### ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Collaborates on the development of long and short-term objectives, goals, and strategic plans aligned with the mission and vision of the CBNHC maintaining quality care and business and financial profitability.
- Plans, directs, and oversees operational activities in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization.
- Develops policies, programs, and initiatives to support the achievement of the overall business operations objectives.
- Administers programs and services and ensures accountability of programs to their goals and objectives, improving performance, satisfaction, quality and outcomes within their specialty.
- Prepares, monitors, and fiscally manages departmental budgets.
- Manages quality systems, including: ensuring all departmental policies, procedures, practices, and systems are in place to meet patient and client needs and monitoring satisfaction through regular communication, consistent rounds throughout the facility, and the use of satisfaction surveys, response analyses and performance plans to continually improve services.
- Provides regulatory direction and management, directing the Compliance department and guiding CBNHC employees in regulatory compliance.
- Maintains effective communication throughout the organization; maintains involvement in the community and with external partners.

- Consults and coordinates with CEO, executive management team, and CBNHC Health Board regarding compliance, administrative, and risk management processes and activities.
- Assumes responsibility for the planning, development, and implementation of effective strategies and policies for assigned departments.
- Directs and manages the Credentialing/Privileging of CHC providers.
- Oversees all Patient Services activities affecting the generation and collection of revenue.
- Provides recommendations ensuring appropriate service delivery and effective cost management.
- Ensures CBNHC policies and procedures are updated and communicated to management.
- Provides advice and interpretation regarding policies and procedures as they relate to individuals and CBNHC's objectives.
- Completes special projects as assigned.
- Serves as a health information technology and data analytics subject matter expert, overseeing the health information technology program.
- Completes reports accurately and timely, articulates operational needs and plans to the executive management team and Board of Directors as appropriate.
- Participates in business planning, strategic direction, leadership meetings, Board meetings, and assigned committee meetings as required.
- Ensures questions and concerns are promptly and courteously resolved.
- May provide direct patient care if licensed to practice within one of the 50 states or the District of Columbia.
- Assumes responsibility for related duties as required or assigned.

Supervisory Responsibilities: Patient Services Manager, Facilities Manager, Compliance Manager, IT Manager

## MINIMUM MANDATORY QUALIFICATIONS

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| Education:  | <ul style="list-style-type: none"> <li>• Master's degree in Healthcare, Public or Business Administration, or related field OR Bachelor's degree with equivalent professional experience.</li> </ul>   |
| Experience:   | <ul style="list-style-type: none"> <li>• Five years' progressive experience in an analytical or administrative, or clinical management, or supervisory role in the healthcare field.</li> <li>• Work must have involved close working relationships with facility managers and analysis and/or coordination of administrative, clinical, or other service activities, and provided knowledge of the following:<br/>Missions, organizations, programs, and requirements of healthcare delivery;<br/>Regulations and standards of various regulatory and credentialing groups; and, Government, agency, or facility-wide systems and requirements in various administrative areas such as budgeting, personnel, and procurement.</li> </ul>  |
| Mandatory Knowledge, Skills, Abilities, and Other Qualifications: | <ul style="list-style-type: none"> <li>• Must possess a valid driver's license and be insurable through the tribe's insurance carrier.</li> <li>• Knowledge of the theories, principles, practices, and techniques of healthcare compliance including HIPAA and the Privacy Act.</li> <li>• Knowledge in planning, monitoring, and evaluating healthcare programs.</li> <li>• Knowledge of healthcare organizational accreditation standards.</li> <li>• Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.</li> <li>• Ability to analyze situations and adopt appropriate courses of action.</li> <li>• Ability to develop improvements or design new work methods or procedures.</li> </ul> |

- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Superior written and verbal communications skills to handle sensitive and confidential situations, provide guidance, and documentation
- Solid interpersonal and supervisory abilities
- Effective project management abilities
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.
- Ability to perform other duties as assigned.
- Familiarity with background check requirements under the Indian Child Protection Act and other Health Care standards.

**PREFERRED QUALIFICATIONS**

- Bilingual skills in English and the Navajo native language.
- Prior experience working with Indian Health Services (IHS), a Tribe or Tribal organization.

**WORK ENVIRONMENT**

**Work environment:** The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

**Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.

**Mental demands:** There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

**OTHER**

All employees must uphold all principles of confidentiality, HIPAA and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination. If encumbered by a licensed professional, provides no more than 25% direct patient care.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.