

SCVH – CHIEF OPERATING OFFICER
(Executive Leadership)

DEFINITION:

Under direction of the CSCHS-Chief Executive Officer, manages and directs administrative functions, activities, services, and staff for the County of Santa Clara Health System (CSCHS). The position will develop and manage strategic plans and implement high standards of service excellence, community, and business relations and ultimately the enhancement of patient outcomes. This position is responsible for the general operations and related functions of the enterprise health system; to maintain conditions for the effective and efficient operation of hospitals and clinics; responsibility for developing goals and expectations that enable staff to deliver high-quality, cost-effective care and services.

TYPICAL MANAGEMENT RESPONSIBILITIES:

- As part of the hospital executive leadership team, work closely with the Chief Executive Officer to accomplish the goals, objectives and strategic plan of the enterprise health system;
- Responsible for managing all activities in the absence of the CSCHS-Chief Executive Officer;
- Direct, develop and manage health system leadership team's implementation of long-range objectives, goals, plans, procedures and policies and strategies for growth and development for enterprise health system;
- Oversight and management of health system leadership teams at all hospitals on the day-to-day operations to increase engagement, retention and overall experience of staff;
- Directs and assists in the financial management of the hospitals, budget planning, capital and human resources, administrative, legal and compliance;
- Develop cooperative relationships with other hospitals, community agencies, and professional organizations for exchange of information and services;
- Adapt existing systems to demands of changes in health care, financing and requirements of pre-paid health plans and managed care delivery systems;
- Review and act upon the reports of authorized inspecting agencies and/or consulting groups;
- Maintain effective relationships with medical schools, affiliates and other major teaching affiliates;
- Develop and implement systems changes to enhance customer service and satisfaction and cost effectiveness in the County of Santa Clara Health System;
- Direct provision of Custody Health Service Medical Services to other County institutions, such as the Department of Correction, The Juvenile Probation Department and the Department of Social Services;
- May be assigned as a Disaster Service Worker, as required; and
- Performs related duties, as required.

EMPLOYMENT STANDARDS:

Considerable training, education and experience which demonstrates the ability to perform the above tasks and the possession of the following knowledge and abilities below.

Experience Note: The required knowledge and abilities would typically be acquired through the attainment of a Master's degree, from an accredited college or university in Hospital Administration, Health Care Administration, or Business Administration or a closely related field and approximately 7 - 10 years of increasingly responsible experience in hospital management, a significant amount of which would have been in a senior management position in a health or hospital system preferably in a teaching hospital.

Knowledge of:

- The principles of health and hospital system organization and administration including the principles of ambulatory service planning, organization, and delivery;
- Regulations and laws common to the operation of hospitals and health systems in California, particularly those pertaining to ambulatory service reimbursement;
- Business acumen including successful personnel and labor management;
- Problem solving techniques, project management, and creative resourcefulness;
- Finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing;
- Principles of public health program management; and
- Cost control methods applicable to health and hospital system operations.

Ability to:

- Manage and lead people, team build, connect staff both on an individual level and in large groups;
- Enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed;
- Think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan;
- Consistently make good decisions through a combination of analysis, wisdom, experience, and judgment;
- Effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly;
- Identify problems and formulate constructive policies and procedures in response to same;
- Balance the delivery of programs against the realities of a budget;
- Learn and apply the Health System's policies, regulations and administrative procedures; and
- Keep abreast of current concepts in ambulatory and community health services and hospital administration.

Established 2/26/13

Revised: 05/23/23

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