



Director of Operations

Are you ready to take your healthcare career to the next level? Do you have what it takes to lead, build, inspire and motivate a diverse team to its highest performance levels? Do you care about the impact of healthcare in under-served communities? Do you want to make a difference? Then CommunityHealth could be the place for YOU!

The Organization: Founded in 1993 by a physician volunteer, CommunityHealth is the largest free clinic in the country. Operating out of Chicago's West Town and Belmont Cragin neighborhoods, CommunityHealth is a medical home for more than 7,500 low-income, uninsured adults. Services include primary care, 20+ on-site specialty/diagnostic services, medications (through an on-site licensed pharmacy), mental health/social services, health education, and much more – all totally free for those who do not have health insurance. CommunityHealth's mission is made possible through support from our donors/funders, community partners, staff and more than 1,000 volunteers.

Our Mission: Serving those without essential health care.

Our Vision: Quality healthcare for all.

The Opportunity: CommunityHealth seeks to hire a full-time Director of Operations who will be responsible for leading and managing the clinical operations of the health center. The Director of Operations will be a mission-focused, strategic, and process-minded leader with experience developing a performance culture among a group of diverse, talented individuals.

The Director of Operations is ultimately responsible for ensuring the successful day-to-day clinical operations and delivery of clinical services across all CommunityHealth locations. The Director of Operations will lead a team of managers to ensure access to care for all patients, the development and implementation of clinical policies and protocols, and the continuous improvement of operational efficiency. In that capacity, the Director of Operations will oversee the front desk operations (including call center functions), security, clinic managers and volunteer services. As a key member of the senior leadership team, the Director of Operations will also participate in the development and implementation of long and short-term planning for the organization. The annual salary range is \$80,000-\$105,000 based on years of experience.

DUTIES AND RESPONSIBILITIES

Clinical Operations

- In collaboration with Clinic Managers, responsible for directing, planning, organizing, supervising and coordinating the services of clinic operations across all sites.
- Monitor and ensure operational performance goals are maintained across CommunityHealth. Work with clinical management to optimize staffing, appointment schedules, workflows policies and procedures, as needed to meet goals.
- Responsible for ensuring an excellent patient experience and that patient complaints and grievances are addressed and resolved in a timely and responsive manner.

- Lead the organization's Patient Centered Medical Home team and ensure effective implementation and maintenance of concepts, principles, and processes across all health center sites.
- Facilitate and support process improvement initiatives that enhance and improve clinic flow. Maintain efficient patient care workflow through a team approach
- Lead the operational implementation of new health center locations and programs as needed.
- Serve as Clinic Manager at assigned location(s), as needed
- Other duties as assigned.

Leadership and Administration

- Lead, inspire and motivate a team of managers to promote a culture of curiosity and continuous performance improvement.
- Analyze and present data and reports as relevant to clinical operations and utilize said reports to make data-drive decisions and improvements.
- Develop and monitor program goals and objectives, including clinical visits, outreach numbers, and referrals from outreach to clinical services.
- Develop, review and update policies, procedures, process improvement, training, and evaluation that help support efficient clinic workflows, productivity, quality improvement and customer service.
- Develop relevant department budgets and track and approve operational expenses within budget guidelines.
- Ensure effective communication of goals, objectives, policies, and procedures both up and down the chain of command through meetings, huddles, and other forms of communication.
- Develop, conduct, and ensure compliance for all staff for required training related to clinical operations compliance.
- Other duties as assigned.

EXPERIENCE AND SKILLS REQUIREMENTS

- Minimum five years in management or supervisory experience in a healthcare or medical setting.
- Experience running day-to-day clinic operations strongly preferred.
- Bachelor's degree or equivalent work experience.
- Bilingual English/Spanish strongly preferred.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for operational excellence, engaging community partners, and partnering with a CEO and board of directors.
- Passionate about CommunityHealth's mission and able to promote and communicate the philosophy, mission, and values of the organization to external and internal stakeholders.
- A proven coalition builder with a track record of building a culture of curiosity and continuous performance improvement.
- Ability to achieve data-driven decision making and problem solving.
- Excellent verbal and written communication skills for diverse stakeholders.
- Ability to work flexible and extended hours and travel between sites as needed.

CommunityHealth is an Equal Opportunity Employer and is committed to building a culturally diverse staff. Bilingual (especially Spanish speakers) and minority candidates are strongly encouraged to apply.

CommunityHealth offers a wide range of benefits to its employees. Visit our website to learn more about our Total Rewards Package.

Interested candidates are invited to submit resumes (NO PHONE CALLS) to:

Stephanie Willding – CEO
swillding@communityhealth.org
www.communityhealth.org