

# Granite Wellness Centers – Northern California

## Chief Operating Officer

### Company Description

Are you looking for a unique place where you can make a genuine difference in people's lives and further develop a cutting edge healthcare delivery system?

With over 9 service locations, Granite Wellness Centers' (GWC) culture of love for our patients and employees is the top priority. Our commitment to our Core Values makes us a unique provider and employer in the communities we serve. **We embrace a diverse workforce and understand that our employees are key to providing quality care and our most important resource.**

### Job Description Summary

The Chief Operating Officer (COO) oversees the organization's ongoing operations, procedures and processes, and is responsible for the efficiency of all business and development aspects of GWC. The COO is a part of the organization's Executive Management Team (EMT) and reports to the Chief Executive Officer. The goal of the position is to secure the functionality of business to drive quality care and sustainable growth.

### Essential Job Functions/Responsibilities

#### Leadership

- Assure the organization has a vision and strategy plan that achieves its mission and monitor consistent and timely progress. Assist in developing overall health care strategy and building of the infrastructure to support the strategy.
- Identify, assess, and inform the CEO of internal and external issues that affect the organization.
- Act as a professional advisor to the CEO on all aspects of the organization's activities.
- Provide leadership in developing programs, organizational and financial plans with the CEO and staff and carry out plans and policies authorized by the Board.
- Foster an organizational cultural that encourages and supports employee inclusion and participation.
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization. Work to educate community groups and local political entities regarding organizational goals and needs.
- Clearly communicate to staff activities of the organization, its programs, and goals.
- Represent in a positive manner programs and concepts of the organization to other organizations and the public.
- Maintain a working knowledge of significant developments and trends in the delivery and implementation of wellness and addiction focused services.

#### Operational Planning and Management

- Develop an operational plan, which incorporates goals and objectives that work towards the strategic direction of the organization and oversee the implementation of the plan.
- In collaboration with the EMT oversee the planning, implementation and evaluation of the organization's clinical programs and services.
- Ensure clinical and operational regulatory compliance with State and Federal regulations and 501(C)3 status.
- Develop new and unique ways to improve operations of the organization and to create new opportunities.

#### Business Development

- Set comprehensive goals for performance and growth.
- Referral source management and relationship development with referral sources such as physician groups and payor sources. Manage relationships with partners/vendors.
- Oversee all the performance of all contracts and grants with GWC. Maintain tracking and reporting requirements.
- Assist CEO and Development Director in fundraising and other fund development aspects.
- Research funding sources, oversee the development of fund raising plans and write funding proposals to increase the revenue of the organization.

#### Quality and Compliance

- Work closely with the Chief Compliance Officer (CCO) to assure that all clinical areas are following accreditation requirements, federal and state regulations, and GWC policies and procedures, along with developing plans of correction when compliance issues are identified. Develop, maintain, and revise clinical policies, procedures, and practice guidelines in collaboration with the leadership team (LMT).
- Ensure regulatory compliance is valued, understood, and incorporated in best practices by all organizational staff.
- Establish appropriate systems and delegate accountability to monitor and ensure appropriate response to patient, family, and community through evaluations of services provided.
- Develop strategies to improve all GWC operations and ability to meet accreditation requirements and other required health measures.

#### Service Delivery

- Provide direction throughout GWC with the LMT to promote customer service that ensures responsiveness and communicates professional expertise to all customers, including staff, patients/families, facility partners, physician and referral partners and the greater community.
- Assure that staffing levels effectively meet the needs of patients and families.
- Develop systems and reports to enhance clinical outcomes.
- Review and sign patient-related agreements as designated by CEO.
- Review all complaints and intervene as necessary to resolve issues.

#### Financial

- Review monthly financials with the Chief Financial Officer (CFO) and CEO.
- Work with EMT & LMT in budget development and implementation.
- Work with program managers to assure that care is delivered in a cost-effective, safe way.
- Evaluate cost of new services and other factors that impact income.

#### Human Resources Planning and Management

- In conjunction with the GWC HR Director, establish and maintain a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
- In conjunction with the GWC HR Director, encourage and support employee inclusion, participation, development and education. Lead employees to encourage maximum performance and dedication. Create policies that support the culture and vision of the organization.
- In conjunction with the GWC HR Director, maintain a climate that attracts, keeps, and motivates a diverse staff of top-quality people.

#### Facility Management

- In conjunction with the CCO and the EMT/LMT, work to identify and evaluate the risks to the organization's people (clients, customers, staff, management, volunteers, property, finances, good will and image), and implement measures to control risk.
- Ensure all GWC facilities are kept in a safe and welcoming fashion and in accordance with all regulatory and accreditation requirements.

#### Risk Management

- In conjunction with the CCO and the EMT/LMT, work to identify and evaluate the risks to the organization's people (clients, customers, staff, management, volunteers, property, finances, good will and image), and implement measures to control risk.

#### Miscellaneous

- Understand ethical behavior and business practices and ensure that own behavior and the behavior of others are consistent with these standards and align with the values of the organization.
- Execute projects assigned by the CEO.

**The above statements are only meant to be a representative summary of the major duties and responsibilities performed by incumbent(s) of this job. The incumbent(s) may be requested to perform job related tasks other than those stated in the description.**

## Position Qualifications

- Proven experience as a business and operations strategist in a health care setting
- Understanding of business functions such as HR, Finance, Marketing, Development, Clinical, etc. as it applies to behavioral health
- Demonstrated competency in strategic planning and business development
- Minimum 5yrs experience in addiction and behavioral health services preferred
- Minimum 5yrs experience providing or supervising addiction or behavioral health services if assisting with the day to day orchestration of service delivery preferred
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS Office
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Aptitude in decision-making and problem-solving
- BS/BA in Business Administration or relevant field; MS/MBA/MPH is a plus
- Excellent people skills, business acumen and exemplary work ethic

## Additional Information

Here at Granite Wellness Centers, we are committed to our employees and their well-being. Benefits Include:

- Competitive compensation
- Dynamic, fun, team-oriented work environment
- Countless growth and development opportunities
- Flexible Schedules
- Medical, dental and vision insurance options
- Mileage Reimbursement
- Paid Holidays
- Paid Sick Days
- 401K

And so much more!

We are an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

Please submit ONLY qualifying resumes to [HRinfo@granitewellness.org](mailto:HRinfo@granitewellness.org)