



# Cow Creek Government Office

## Health Operations Officer

Jobs Code                    2001  
Department:                Cow Creek Health and Wellness  
Location:                    Roseburg/Canyonville  
Minimum Salary:         \$100,489.56

### POSITION PURPOSE:

The Health Operations Officer will be responsible for overseeing Cow Creek Health & Wellness operations including staff supervision, financials/procurement, quality improvement and continuity of clinic operations.

### ESSENTIAL FUNCTIONS:

- Oversight of CCH&WC staff , Behavioral Health, Dietetics, Public Health, Health Systems, and work collaboratively with medical teams.
- Quality Assurance Program including infection control, safety, peer reviews and aspects of the Quality Improvement Program. Working collaboratively with medical teams and other tribal government and business programs.
- Evaluates and monitors key performance dashboards and development of designs and executes actions to improve dashboard metrics.
- Participates in the development, implementation, and evaluation of the CCHWC Strategic Plan. Hold regular annual planning meetings for administrative staff as needed.
- Develops and adheres to Tribal operational policies and procedures.
- Evaluates and monitors key performance dashboards and development of designs and executes actions to improve dashboard metrics.
- Identifies grant opportunities and assists in the preparation of grant applications.
- Achieves and maintains operations that meet accreditation that may include, AAAHC, ACHC, NCQA, or equivalent and recognized standards.
- Champions the implementation of integrated care through proven and innovated care models and best practices.
- Responsible for internal and external customer service, quality assurance, and process for resolution of concerns, complaints and grievances in a timely manner.
- Communicates to staff Tribal updates, events, and activities as well as routine clinical updates for continuity of operations.

- Work closely Human Resources, other tribal Governmental Departments/Programs, Health Advisory Committee and Tribal Board of Directors per tribal administration request.

#### SPECIFIC JOB KNOWLEDGE, SKILL, AND ABILITY:

- Align with Tribal history, governance structure, subsistence, Tribal enrollment, and cultural heritage, as well as factors impacting sovereignty and self-governance.
- Solid working knowledge of budgeting and grants management.
- Solid 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.

#### QUALIFICATION STANDARDS:

- Nursing or Clinical experience and education required.
- Bachelor's Degree or higher, in related field or equivalent experience in, Health Care Administration required.
- At least two or more years of supervisory experience in area of healthcare management, required.
- Healthcare business, clinical licensure/certification and/or degree, preferred.