

COLORADO COMMUNITY HEALTH NETWORK (CCHN)
Director, Health Center Operations Division
Job Description

General Statement:

The Colorado Community Health Network (CCHN) is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and migrant populations in Colorado. CCHN is a dynamic, team-oriented, non-profit that provides support and technical assistance to safety-net clinics in underserved communities. The Health Center Operations (HCOPS) Director must be self-motivated, committed to serving CHCs, able to manage multiple tasks, work with diverse people, possess initiative to take on challenges, and have the ability to travel. This position reports to the Vice President of Strategy and Financing (VPSF). Responsibilities include but are not limited to:

Responsibilities:

Division Management/Leadership

- Provide leadership for the HCOPS Division and direct supervision for the Health Center Operations staff
- Manage internal division relationships, including cross division collaboration
- Provide oversight of division financials, projects, and strategic planning
- Perform grant/contract writing and grant/contract management as assigned
- Participate in the CCHN Leadership team, provide leadership on CCHN priorities and serve as a positive example of CCHN's values
- Other duties as assigned by the VPSF and CEO

Health Center Support and Development

- Provide strategic oversight for CCHN technical assistance and training programs as they relates to the Community Health Center core program requirements
- Represent CCHN at federal site visits of CHC members, oversee the participation of other staff members in site visits
- Provide strategic oversight to CCHN's efforts to assist organizations/communities interested in starting a Community Health Center
- Provide strategic oversight to CCHN's data collection, analysis, and reporting efforts
- Provide strategic oversight and management of CCHN's workforce development and training and technical assistance efforts
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- Provide strategic oversight and guidance to the Capital and Operations pillars in the Access for All Colorado plan
- Lead or oversee BOD appointed committees, including but not limited to:
 - CODAN
 - Strategic Data Committee
 - Strategic Workforce Committee
 - Development Directors
 - Corporate Compliance Peer Group
- Develop relationships with national, local and state partners, including relationships with the National Association of Community Health Centers, the Bureau of Primary Health Care, the Colorado Primary Care Office, the Colorado Department of Health Policy and Financing, the Colorado Office of Rural Health, the Colorado Health Institute, etc.
- Represent CCHN in committees, coalitions, and strategic initiatives as needed

- Provide technical assistance with high quality customer service and hospitality to CHC members, partners and the general public
- Report corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation

Minimum Qualifications:

1. Bachelor's Degree in related field.
2. Five years of experience in the fields of health center operations, community health, public health, or non-profit management.
3. Two years supervisory experience.
4. Strong data and evaluation skills.
5. Ability to work with minimal supervision and maximum accountability.
6. Excellent computer skills, particularly with all software in Microsoft Office, including Word, Excel, Access, and Outlook.
7. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
8. Demonstrated awareness of, and value for, cultural competence and working effectively with diverse people.
9. Experience and proficiency working within a team and supervising multiple staff; strong supervisory skills.
10. Fluency in written and spoken English.
11. Ability to travel throughout Colorado and on occasion, nationally.
12. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.
13. Report corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation

The ideal Director will display sound judgment; relate well to the public and staff; have a professional demeanor; prioritize customer satisfaction; have exceptional written and verbal communication skills, and be well organized. CCHN is an equal opportunity employer, offering flexible benefits, a casual work environment, and a competitive compensation (DOE).

Category: Full-Time, Exempt

Responsible to: CCHN Vice President of Strategy and Financing

Supervises: Health Center Data and Operations Manager, Health Center Workforce Manager, and Training and Technical Assistance Specialist

Job Description Effective: September 2017

Interested Candidates should email the following to: humanresources@cchn.org

1. Cover letter
2. Resume
3. Written answers to the following three questions (please question limit responses to two pages)
 - a. This position requires supervision of staff and being a leader of your division and the organization. Please describe your supervisory and leadership experience and style.
 - b. Describe your experience with project/program management and management of the associated budget.
 - c. How do you define excellent customer service?

No phone calls please.

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