



JOB DESCRIPTION

Chief Administrative Officer

Reporting to: Chief Executive Officer (CEO)

FLSA Classification: Executive

EEO Category: Executive

PRO: Executive

Created: 7/31/18

Modified:

POSITION SUMMARY

This position is responsible for the smooth running of operations, according to policy and vision, maximizing efficiencies, support quality services, ensuring financial sustainability and creating a dynamic, engaged workforce.

ESSENTIAL RESPONSIBILITIES

Administrative Leadership (40%)

- Oversee revenue production; reduction of loss due to inefficiencies; and operational expense management
- Collaborate with colleagues to implement policies and develop process improvements and operational and facility efficiencies
- Oversee operational efficiencies of administrative and clinical programs
- Organize and coordinate inter- and intradepartmental operations; Chair Resource Meetings
- Collaborate with clinical leadership in developing staffing models
- Oversee performance reporting
- Oversee support systems and services
- Oversee resource allocation and budgeting, goal setting and strategic planning for responsible departments
- Provide guidance to subordinate staff and evaluate performance
- Oversee and Supervise Marketing
- Oversee and Supervise Human Resources
- Oversee and Supervise Practice Managers; Bolin Front Desk; Access & Engagement Manager (Call Center)
- Oversee and Supervise Transportation Services
- Oversee payer contracts (ex: MCEs, RW, DCS)
- Provide Administrative support to Clinical Services
- Provide Administrative support to Medical Services
- Provide Administrative support to Supported Group Living Services
- Member of Executive Team and Leadership Council

Management and Mentorship (20%)

- Create a work climate that emphasizes collective team performance and demonstrates Aspire's core competencies
- Establish staffing requirements for recruitment, selection and placement of personnel
- Evaluate performance and competency of assigned staff within required and assigned time frames and standards
- Provide regular supervision of staff and participate in coaching on assigned areas of responsibility
- Ensure staff compliance with policies and procedures through utilization of training resources and disciplinary processes
- Monitor and positively affect employee morale
- Implement progressive discipline up to and including termination of assigned employees

- Coordinate and lead regular staff meetings
- Evaluate progress toward meeting team/program goals
- Demonstrate the ability to effectively make decisions, including making difficult and unpopular decisions, and communicating those decisions with ownership and confidence

Coordination and Communication (20%)

- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the program
- Direct, coordinate and maximize the integration and cooperation of Aspire programs with other County services and local community resources within an assigned region or service area by facilitating collaborations and partnerships between representatives of the County, contract providers, and nonprofit agencies
- Build and maintain a strong network of external relationships with related sources
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Serve on various staff and board committees, as assigned
- Maintain active community involvement; serve as Aspire's representative to assigned community groups, as needed
- Interface with and support other Aspire Services

Reporting and Documentation (10%)

- Address the requirements of DMHA, Medicaid, Medicare, Joint Commission, etc., as applicable to management position
- Timely completion of all required unit and/or organizational reports and/or documentation according to Aspire policies, procedures and standards (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.), as well as reports and documentation required by external agencies

Professional Development (10%)

- Complete and maintain compliance with required trainings and education required for the position
- Participate in continuing education opportunities to enhance professional and job-related skills
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Participate in preparation and monitoring of an annual budget and development of the Annual Plan for Services, as applicable

CORE VALUES

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

POSITION-SPECIFIC COMPETENCIES

- **Delegation/Leadership** - Leads multidisciplinary teams across multiple service areas and facilities and delegates as necessary, with follow up on timeliness, detail and quality
- **Results-driven** – Thinks strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire's mission and vision (strategic business development)
- **Decisive** – Demonstrates confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions

- **Problem-solver** - A systems approach to critical, creative thinking in solving problems and reaching goals, as well as consensus building and process improvement
- **Motivating** – Fosters an engaged and supportive work environment in which employees are at their best; establishes him/herself as an effective leader and role model to the team
- **Effective communicator** – Uses 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- BS/BA in business administration or relevant field; MS/MA preferred. Degree must be from a college/university accredited by the US Department of Education

Experience

- Minimum of five (5) to seven (7) years experience in healthcare with at least five (5) years at a senior level which includes supervisory experience
- Experience in operations management
- Knowledge and application of fiscal planning, budgeting and reporting
- Knowledge of relevant laws and relations
- Solid understanding of business functions (HR, Marketing, finance, etc.)
- Solid understanding of primary and behavioral health field, nonprofit and FQHC experience highly preferred
- Knowledge and experience in Joint Commission Standards
- Knowledge of insurance and managed care expertise

Licensure

Not required

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Must have excellent supervisory skills, and exceptional soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must have strong interpersonal communication, problem solving, and teambuilding skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Must have the ability to communicate effectively via phone or in person
- Ability to conceptualize from a systems perspective
- Actively participates in performance management and coaching
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to oversee programming and/or attend trainings and/or meetings

- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment; moderate travel within the community
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to be physically mobile (stand, walk, reach, climb, bend) throughout work hours and also the ability to sit for prolonged periods throughout work hours
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

BACKGROUND CHECKS

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, Department of Child Services, State Central Registry Check, Employment Verification, Education Verification, and Professional References

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities

WORK HAZARD CATEGORY

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

EMPLOYEE STATEMENT OF UNDERSTANDING

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.