POSITION: CHIEF EXECUTIVE OFFICER (CEO)

REPORTS TO: Board of Directors

STATUS: Exempt, Full-Time

BACKGROUND: The Indian Health Center of Santa Clara Valley is a 501(c)3, nonprofit, community health clinic, located in San Jose, California. We serve people from all walks of life, regardless of race, creed, color, religion, sex, sexual orientation or disability and take pride in serving our diverse patients and clients. Besides having a highly talented medical and dental department, the Indian Health Center also has an outstanding counseling department, community wellness center and WIC (Women Infants and Children) offices.

POSITION SUMMARY: Executive leader of a growing & dynamic FQHC/330 urban Indian Health Program multi-service agency with a $14.5 million budget, 130 staff & over 30 funding sources. The Chief Executive Officer reports to the Indian Health Center Board of Directors through the Board President & is responsible for the strategic vision, direction & oversight of the IHC. The CEO strategically positions the IHC for the coming changes in health care reform; grows & develops the agency to be a leader in health care; leads senior management staff in strategic positioning & growth; demonstrates & ensures sound financial, budgeting and investing practices; creates and leads a fundraising plan that includes raising at least $250,000; ensures provision of high quality, customer oriented services through effective quality improvement strategies; recruits & develops Board members on organizational strategies; and develops collaborations with other health agencies to advance the IHC’s mission.

DUTIES AND RESPONSIBILITIES:
1. Vision, Mission, and Strategic Planning
   - Leads the Board of Directors, Senior Management and community partners to create a shared vision of strategic goals for organizational improvement and growth, scope and quality of programs and services, resource development and allocation, and measurable impact on health status for targeted and community population groups.
   - Proactively educates elected officials at the federal, state and local levels on issues that impact IHC’s mission.
   - Leads educational efforts at the local, State, and Federal levels that impact funding streams, health care delivery system models, payer source requirements, and program expectations for FQHCs and urban Indian health programs.
   - With staff and Board, develops and implements annual and long-range strategic plans that advance the Indian Health Center’s mission.
   - Identifies areas for possible expansions and ways that the IHC can better achieve its mission.
   - Researches, tracks & helps define trends in the health & social service fields to the benefit of the agency.
   - Collaborates with other agencies and groups to further the mission of the Center.

2. Medical Program Development and Management
   - Works strategically with the Chief Medical Officer (CMO) to develop and grow IHC’s medical services and position the IHC as a PCMH.
   - Oversees and mentors the CMO to oversee operations of the Medical Department and the ongoing provision of high-quality services.
   - Provides leadership and expertise in negotiating managed health care contracts and develops systems of care to meet managed care requirements.
3. Fiscal Management
   - Sets strategic direction for agency’s short and long-term financial growth.
   - Oversees and mentors the Chief Fiscal Officer (CFO) and ensures that solid budgeting and financial
     accounting systems are in place and that the Indian Health Center's goals and strategic plans serve as the
     basis for sound financial planning.
   - Safeguards all of the IHC’s assets and works with CFO to soundly invest IHC’s resources.

4. Fund Raising and Resource Development
   - Creates and leads fundraising strategies.
   - Raises $250,000 in unrestricted revenue each fiscal year.
   - Oversees, mentors and develops the Board of Directors in implementation of annual fundraising plan and
     development of fundraising skills.
   - Develops sophisticated and impactful relationships with elected officials at all levels of government that
     result in concrete benefit for the agency.
   - Develops substantial collaborative relationships with other organizations that can support IHC’s strategic
     goals.

5. Operations Management
   - Oversees and mentors the Chief Operating Officer (COO) on fund development activities; quality
     improvement and compliance; and marketing.
   - Sets the strategic direction for and oversees the COO’s management of IHC’s Counseling, CWO, Dental, and
     WIC departments.
   - Oversees the implementation of center-wide quality improvement, utilization review, risk management, and
     safety management programs and related policies and procedures to assure ethical and prudent clinical
     practice, high quality standards for patient care, and achievement of excellence in customer service.
   - Oversees and monitors effective organizational performance as it relates to all local, State, and Federal laws
     and regulations.

6. Personnel Management
   - Works strategically with the Human Resources (HR) Director to create an agency culture that is centered on
     customer service. Oversees and mentors the HR Director to ensure that IHC’s most valuable asset is
     effectively used and supported and that all applicable laws and regulations are followed.
   - Leads change management strategies and manages organizational change.
   - Builds an effective and powerful management team; develops and leads the management team’s growth and
     development.
   - Ensures that the corporation is effectively structured and staffed, promotes and cultivates a team environment
     with a culture of trust, open communication, mutual respect, commitment to mission, and opportunities for
     self-improvement.
   - Ensures high staff morale and effective communication throughout the organization.

7. Board and External Public Relations
   - Works with the Board to strategically position the IHC for the changing health care environment. Helps
     Board understand health care reform and the latest in health care trends, changes in population, proposed
     changes to reimbursement models, etc.
   - Recruits and develops Board members.
   - Establishes and builds strategic relationships with the American Indian community, other diverse
     communities that IHC serves, other health and Indian organizations, and elected officials at the county, state,
     and Federal levels.
   - Actively participates in county, state and national coalitions and organizations representing the interests of
     the Center.
   - Networks with other American Indian Health Centers and organizations to improve the health care of urban
     American Indians nationally.
   - Works with the Community Health Partnership and other organizations to improve the health care of low-
     income, underserved residents of Santa Clara Valley.
• Advocates on behalf of the agency to educate elected and regulatory officials on the value and contributions of the IHC and CHCs in general.
• Oversees the development and implementation of agency public relations materials and a marketing plan for the Center and its programs.
• Supervises the implementation of a strategic branding strategy to increase awareness of the agency, its programs, the needs of the population it serves, and its accomplishments.

REQUIRED QUALIFICATIONS, KNOWLEDGE & ABILITIES:
• Master’s Degree in Public Health.
• At least 10 years of experience leading a large, complex primary care ambulatory clinic, and leading an organization with an annual budget of $10+ million and a staff with 100+ health and human service professionals.
• Demonstrated executive level leadership in operations, finance, personnel management & health care.
• In-depth knowledge of health care reform initiatives and how to strategically position the IHC in an ever changing and increasingly competitive environment.
• Demonstrated experience in doing change management for large groups.
• Understanding of the health disparities and social determinants of health for all of the populations that IHC serves. Ability to effectively advocate for the health of American Indians and other underserved populations that IHC serves based on knowledge of and sensitivity to the unique and diverse social and cultural aspects of these communities.
• Executive level presentation, verbal and written skills.
• Public speaking expertise.
• Demonstrated executive level experience researching, analyzing and resolving complex administrative and operational situations.
• Extensive, in-depth knowledge of California’s health care delivery systems.
• Sophisticated use of spreadsheets and databases.
• Ability to interact with individuals from diverse backgrounds (e.g. culture, education, profession) in an effective and respectful manner.

WORKING CONDITIONS:
Will be working in a stressful, fast-paced, dynamic non-profit community health clinic environment. Will need to be able to walk, stoop, bend, lift and carry up to 25 lbs. without aid. Will do extensive work on the computer and the telephone in communicating with others. There will be travel required for this position as well as evening and weekend hours that will vary depending upon need.

Preference is given to qualified American Indians in accordance with the American Indian Preference Act (Title 25, U.S. Code Section 472 and 473). In other than the above, the Indian Health Center of Santa Clara Valley is an equal opportunity employer.

TO APPLY: Send resume and cover letter to:

Human Resources
Indian Health Center of Santa Clara Valley
1333 Meridian Avenue, San Jose, CA 95125
Fax (408) 448-1041
Email: jobs@ihcscv.org