



SUSANVILLE INDIAN RANCHERIA
745 Joaquin Street
Susanville, CA 96130
(530) 257-6264

POSITION ANNOUNCEMENT

OPENING DATE OF ANNOUNCEMENT:	April 10, 2019
CLOSING DATE OF ANNOUNCEMENT:	Open Until Filled
POSITION TITLE:	Chief Operating Officer
SUPERVISES:	Yes
STARTING SALARY:	\$114,000.00/yr. (Negotiable)
GRADE:	20
POSITION CLASS:	Exempt
NUMBER OF POSITIONS:	1
STATUS:	Permanent
HOURS:	Full Time (40 per week)
SUBJECT TO P.L. 101-630:	Yes
BENEFITS:	Highly competitive package <i>*See below</i>

GENERAL STATEMENT OF RESPONSIBILITIES:

The Chief Operating Officer (COO) of the Lassen Indian Health Center (LIHC) shall provide administrative supervision and authority to oversee and manage a variety of departments and programs, shall provide supervision and training to department heads, and shall serve as an advocate for the Lassen Indian Health Center with other agencies. The COO shall ensure compliance with Tribal, Federal, State and other rules and regulations applicable to annual funding agreements (AFAs), contracts, grants and memoranda of agreements (MOAs). He/she shall participate on committees and task forces, facilitate staff meetings and shall attend meetings of the Lassen Indian Health Board. The COO shall prepare budgets, monitor expenditures, and seek additional funding to increase the resource base. He/she shall develop short- and long-term strategic growth plans with the Health Board and staff input and shall report to the Tribal Chair and Health Board, as required. The COO will ensure efficient services are designed to meet the needs of patients, providers, the public and staff.

This position works with and around our children and youth and is therefore subject to P.L. 101-630.

SPECIFIC AREAS OF RESPONSIBILITIES:

1. Provides administrative supervision and authority to oversee and manage the Lassen Indian Health Center Programs.

2. Provides direct supervision to the Medical Director, Pharmacy Director, Director of Dental, Director of Family Services, Billing Analyst Supervisor, Purchased and Referred Care Manager, Transportation Manager, Executive Assistant, and Custodian. Provides indirect supervision to all other LIHC staff.
3. Meets regularly with staff to discuss changes, organization direction, and activities. Develops staff with excellent skills, experience and professionalism, creating a motivated and collaborative team work environment.
4. Provides advocacy services with federal, state, and private agencies as necessary; shall attend agency meetings when pertaining to funding and program expansion.
5. Maintains or appropriately delegates regular contact with community members and Health Board to accomplish department objectives and preserve good public relations. Represents and advocates for the LIHC by serving on various local, state and regional planning groups and task forces.
6. Ensures compliance with tribal, federal, and state laws, and other applicable rules and regulations. Ensures the production and maintenance of numerous reports including routine quarterly reports, mandatory reports to funding sources and any additional special reports.
7. Keeps the Health Board informed of issues and needs pertinent to the tribe's health and welfare, status of ongoing programs, and the need for new programs or plans of action.
8. Assists the Health Board in interpreting the policies, directives, and instructions of funding agencies and other federal, state, local, and private funding sources.
9. Ensures compliance, in conjunction with the Contract Compliance Specialist, with AFAs, contracts, grants and MOAs pertaining to tribal health programs. Monitors progress of current programs, grants and contracts by establishing and/or utilizing internal guidelines to measure program service outcomes.
10. Keeps well informed about current issues as they affect the health clinic; tracks health policy proposals, legislation and regulation development and makes recommendations for tribal comment and response to the Lassen Indian Health Board. Develops tribal specific strategies to ensure readiness to adapt programs and services to policy and regulatory changes.
11. Prepares and provides a detailed report on health center operations at each regularly scheduled Health Board meeting.
12. Chairs health clinic meetings and other relevant health committees to direct and oversee planning efforts to create short- and long-term strategic goals for the department. Ensures that new and sustained activities are consistent with overall tribal/community needs, values and strategic vision for the LIHC.

13. Identifies funding sources and develops positive working relationships with individuals, agencies and organizations that may contribute to the accomplishment of program goals. Oversees contract and grant writing proposals to procure special project and program funding.
14. Provides on-site supervision and enforces established tribal policies and procedures. In compliance with tribal personnel hiring policies and procedures, shall hire the best qualified individuals for department positions to maintain the highest quality of services. Ensures the professional growth of staff by supporting and requiring regular training or continuing education as necessary, using established personnel policies for performance appraisal and addressing performance deficiencies as they are observed.
15. Prepares budgets, monitors expenditures and ensures cost effectiveness; shall work closely with the LIHC department heads, Tribal Administrator, and Chief Financial Officer (CFO) when preparing and managing program budgets.
16. Provides and monitors medical and outreach services as well as other health care-related services in homes, schools, clinics, job sites, and other community locations within the LIHC Service Area.
17. Ensures availability for local and out of the area travel as required for job related training and site visits. Attends all required meetings and functions, as requested.
18. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.
19. Works closely with the Billing Department to ensure optimum revenue capture from Third Party payers and patients.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Health Administration, Business, or Public Administration with a minimum of three years' experience in healthcare management. Possession of a professional license or certification in a health or human services field may be substituted for a bachelor's degree. Master's degree is strongly preferred.
2. Eight (8) to ten (10) years of experience in healthcare management.
3. Budgeting and strategic planning experience and proven analytical and problem solving.
4. Proven record of leadership experience in health program and policy development. Ability to evaluate and interpret health data for tribal health programs.

5. Must demonstrate proficiency in budget management, financial projections, revenue and expense analysis, and an understanding of medical and dental clinic revenues and expenses for various types of services.
6. Must have a minimum of five (5) years of experience directly supervising medical staff and proof of ongoing training in supervisory and management skills.
7. Knowledge of Indian Health Services and Indian Self-governance programs preferred, but not required.
8. Must have experience with grant administration.
9. Must have excellent interpersonal oral and written communication skills; demonstrated abilities and experience in conflict resolution through peacemaking and mediation.
10. Must have high-level computer literacy and demonstrated abilities to utilize computers as professional management tools.
11. Must adhere to confidentiality and HIPAA policies.
12. Must be willing to travel as necessary.
13. Must provide documentation of immunity to measles or become immunized with the recommended vaccine and Hepatitis B Vaccine. Must test annually for TB.
14. Must have general knowledge of economic, social, educational and cultural trends in the Indian community.
15. Must have a valid driver's license.
16. Must pass P.L. 101-630 background check or pre-employment background investigation.
17. Must pass pre-employment drug test and agree to random drug testing.
18. Resident of Lassen County or become a resident of Lassen County within thirty (30) days of selection.

WORKPLACE ENVIRONMENT:

1. **PHYSICAL SAFETY:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items, driving an automobile, etc. No special physical demands are required to perform the work.
2. **WORKING ENVIRONMENT:** Regular exposure to favorable conditions such as those found in a normal office.

PERFORMANCE EXPECTATIONS:

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy and respectful manner with employees, visitors and vendors.
- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of Susanville Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

PREFERENCE POLICY:

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| 1 st Preference: | Enrolled member of a Federally Recognized Tribe. |
| 2 nd Preference: | Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card. |
| 3 rd Preference: | Non-Native applicant. |

SIR BENEFITS PACKAGE:

The Susanville Indian Rancheria offers its Full-Time employees a highly competitive benefits package, including: annual cost-of-living increases (based on SSA COLA); eligibility for annual merit increases; twelve paid holidays; thirteen days paid sick leave; up to twenty-six days paid annual leave (depending on length of service); maternity leave; paternity leave; affordable group health, dental, vision, and life insurance; and 401(k) retirement plan.

HOW TO APPLY AND APPLICATION REQUIREMENTS:

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: www.sir-nsn.gov/human-resources/ (SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma or College Degree or transcripts documenting your graduation or completion of your Degree.
3. Copy of your valid Driver's License.

4. Copy of any other certification required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each minimum qualification.**

Complete applications can be dropped off in person to the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to nmerkle@sir-nsn.gov or faxed to (530) 257-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the closing date of the announcement.