

HAWC, Inc.
Job Description
Executive Director (ED)

Supervisor: Board of Directors

Job Description: The Executive Director manages all operations of the HAWC, Inc. Community Health Centers in accordance with the Board-approved mission and vision statements and policies, ultimately moving the organization towards achievement of its primary objectives and goals. The Executive Director is also charged with ensuring continuous compliance with the Bureau of Primary Health Care (BPHC) program requirements and other federal, state, and local regulations and mandates.

Essential Duties and Responsibilities:

1. Expertise in federally qualified health centers/community health centers operations or other HRSA-related projects
2. Knowledge of state and federal regulations pertaining to healthcare and FQHCs
3. Expertise in writing, applying for, and administering grants
4. Ensures the timely development, implementation, and monitoring of annual budgets and appropriate accounting, financial records, and reporting systems
5. Implements Board of Directors' policies, programs, and directives in all agency activities
6. Knowledge of non-profit organizations and their operational and legal issues
7. Knowledge of electronic medical record systems
8. Ability to negotiate, develop contracts and/or memoranda of agreement/understanding
9. Represents the interests of HAWC to governmental agencies, health and human service agencies, organizations, and the community at large
10. Ability to create a strategic plan appropriate to the mission and vision statements of HAWC
11. Ability to understand and respond appropriately, effectively and sensitively to diverse populations
12. Possesses a working knowledge of the requirements of HIPAA
13. Conducts on-going needs/demand assessments for the organization
14. Ability to use mathematical and statistical formulas
15. Ability to solve practical problems and exercise good judgment in appraising situations and making decisions
16. Ability to work and interact effectively and positively with other staff members to build and enhance teamwork in the clinics and overall throughout the organization
17. Ability to manage multiple assignments/projects; meet appropriate time-frames
18. Ability to maintain a driver's license, and travel distances for multiple days
19. Ability to lift up to 20 pounds on a frequent basis. Reasonable accommodation will be made for physical limitations on an individual basis.

Education and Experience: Masters Degree or equivalent in a field relevant to health care and a minimum of five years experience in executive level administrations in health care; or ten years top management experience that includes grants, budgets, personnel administration, policy and procedure preparation, financial management and reporting, and experience with state, federal, and government reporting. This experience must be relevant to the health care field.

I am able to perform all the duties specified above.

Employee Signature: _____ **Date:** _____

Print Name: _____

HAWC, Inc.
Responsibilities
Executive Director (ED)

Role: Responsible for all operational issues of HAWC

Organizational Duties

1. Ensures entire organization remains focused on mission and vision statements
2. Accountable for entire organization's actions, i.e.: programs, projects, personnel
3. Implements current and long range strategic plans
4. Provides advice, guidance, direction, and authorization to carry out major plans and procedures, consistent with established policies
5. Prepares grant applications and administers grant programs
6. Follows all HAWC polices and procedures
7. Maintains an effective system of communication throughout the organization
8. Ensures appropriate attention is given to all clinical facilities
9. Ensures safety of staff and patients
10. Visits clinics/communities within the organization as deemed necessary

Public Relations

1. Represents HAWC with outside agencies, boards, and committees
2. Represents the interests of HAWC to governmental agencies, health and human service agencies, organizations, and the community at large
3. Participates in local, regional, and national health planning and coordination of activities that impact the ability of the organization to meet its mission

HAWC Board of Directors Duties

1. Organizes, schedules, attends, and actively participates in HAWC Board of Directors meetings and retreats
2. Ensures effective communication with HAWC Board of Directors
3. Appoints staff to assist in facilitating Board of Director committees –membership, personnel, financial, and quality assurance
4. Informs HAWC Board of Directors of any changes to HAWC that may have an impact on the organization and/or personnel
5. Suggests operational and organizational direction to HAWC Board of Directors
6. Actively assists in identifying potential members for Board of Directors
7. Reports on the progress of organizational strategic plan and objectives/goals to HAWC Board of Directors for monthly and annual review; submits any other required documentation for Executive Director annual evaluation

Administrative Duties

1. Develops and implements effective administrative practices and protocols for all agency programs.
2. Facilitates and functions as an integral member of the Management Committee, participating in, and providing input for, management decisions
3. Develops and implements financial and operational policies, procedures and processes that assure organized, efficient, and compliant management systems
4. Assists and gives final approval of annual HAWC budget and submits to the Board of Director for action
5. Creates, monitors, and maintains HAWC strategic plan
6. Evaluates employee satisfaction and identifies areas to improve
7. Assures that all aspects of HAWC business activities and clinical operations meet federal, state and local requirements

8. Directs HAWC growth and/or sustainability
9. Reviews and responds appropriately to all findings by outside auditors
10. Performs other responsibilities as assigned by the Board of Directors

EMR Responsibilities

Coordinates all aspects of Electronic Medical Records system with CIO

Personnel Management

Establishes and monitors recruitment, selection, and supervision for all employees

Supervisory Responsibilities

1. Mentors, coaches, encourages, leads, and supervises key staff, which can include but is not limited to, Chief Medical Officer, Dental Director, Chief Financial Officer, and Chief Operations Officer
2. Ensures that staff works cooperatively to adequately address issues in areas such as operations, finance, IS, QI, and medical and dental services delivery
3. Ensures compliance with HIPAA, OSHA and other regulatory agencies

Customer Service

Sets the example of exemplary customer service for both internal and external customers

Quality Management

As a member of the management committee, is involved in selection of all quality management projects

HAWC, Inc.
Performance Standards
Executive Director (ED)

Professional Competence

1. Establishes and monitors appropriate fiscal policy and procedures, and provides HAWC with resources necessary to continue its operation and meet BPHC expectations
2. Provides fiscal oversight to ensure adequate cash to fund working capital necessary for maintaining and advancing operations
3. Reviews cash and accrual budgets with the CFO
4. Provides communication on all aspects of the organization to the Board of Directors

Patient Relationships/Quality of Service/Customer Service

1. Ensures confidentiality of information
2. Sets the example of exemplary customer service for both internal and external customers
3. Understands the needs of the organization and its patients and seeks to fill those needs with programs and services

Productivity

1. Diligent in evaluating processes and work flow to increase efficiency and productivity in the working environment, sharing successes with peers and supervisors
2. Provides clear and concise communication with staff and the HAWC Board of Directors

Accuracy/Efficiency

1. Utilizes good time management skills to ensure all facets of Executive Director's responsibilities are completed
2. Competent in computer applications involving and creating spreadsheets, reports, statistical and graphic presentations
3. Accurately prepares all regulatory reports, ensuring that they meet all deadlines
4. Verifies and ensures competency when utilizing EMR and Electronic Practice Management System

Reliability

1. Positively supports requests from the Board of Directors and implements policies and new programs
2. Informs the HAWC Board about current issues, events, needs, and the operation of the organization

Peer/Co-worker Relationships and Teamwork

1. Demonstrates positive qualities of a leader/role model
2. Fosters working together as teams; dealing with and resolving conflict in a timely, efficient and positive manner
3. Leads by example; creates a safe environment for the development of staff
4. Demonstrates abilities to work with, and supervise, others effectively

Contributions to Company and Community

1. Supports community functions that represent HAWC
2. Utilizes proper dress and grooming habits and always presents HAWC in a positive light
3. Performs other duties as assigned by the Board of Directors