



COMPASSION – TEAMWORK – INTEGRITY – EMPOWERMENT – ADAPTABILITY

Job Title: Chief Operating Officer (COO)

Reports To: Chief Executive Officer

About CLARE|MATRIX: CLARE|MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE|MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE|MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA, CLARE|MATRIX maintains 18 facilities in the Southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

Summary:

CLARE|MATRIX is seeking an accomplished individual to serve as its new Chief Operating Officer (COO). The Chief Operating Officer (COO) is a member of the Executive Leadership Team (ELT). S/He leads the day-to-day operations of the organization; implements the strategy established by the CEO; and supervises C|M departments, to ensure efficient and effective maximization and delivery of quality services and revenue, for the organization. The COO provides expertise to ensure that all C|M operations are aligned with the organization’s core values as well as its mission and vision.

Major Areas of Responsibility:

- Oversee the daily operations of the organization and the work of executives to meet business goals and projections
- Design and establish comprehensive goals for performance and growth
- Empower the operational team with the leadership and resources they need to successfully complete operations initiatives
- Evaluate organization performance through analysis and interpretation of data and metrics
- Partner with other C-level executives to accomplish short and long-term operational goals
- Measure and report on operational performance and develop plans to improve relevant key performance indicators

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In addition to the above, the COO will carry out all executive duties and responsibilities listed below.

Essential Duties and Responsibilities:

- In collaboration with the C|M Executive Leadership Team, provides leadership in building/growing an organizational structure and culture that are aligned with C|M's mission and financial/operational objectives.
- Provide strong leadership, direction, and assistance in setting strategy with clearly defined expectations. Lead the development of progressive clinical/organizational strategies and execute plans in order to optimize the long-term potential of the organization.
- Display strong business acumen, a sophisticated knowledge of healthcare funding and experience in competitive marketplaces, with the ability to make complex and difficult decisions.
- Establish a plan to address productivity, clinical/operational performance, staff retention and satisfaction.
- Partner with medical staff to foster quality, efficiently provided care. Emerge as respected leader and decision-maker.
- Establish trust and emerge as a leader in key initiatives and strategies to continually improve the quality and level of services provided.
- Create an environment that supports employee satisfaction, improved service and quality. Initiate a strategic process that addresses continuous measurable improvement.
- Exhibit strong communication, presentation and listening skills to ensure agency-wide integration, collaboration and coordination, especially as it pertains to staff and the community.
- Assure the highest standards of integrated, healthcare delivery and outcomes, ensuring a constant patient centered focus.
- Ensure positive employee relations and trust through communication, education, consistency and dependability.
- Provides direction and support for agency-wide development and project planning and implementation of large-scale change projects.
- Ensures C|M performs well on annual audits and maintains accreditation with CARF.
- Leads accreditation projects such as: determined by organizational desire/need.
- Directs, plans, implements and evaluates agency-wide functions, to ensure standardization, efficiency, quality assurance and compliance with all local, state and federal regulatory agencies, governing health care delivery.
- Assures all aspects of the organization are in compliance with Title 22, HIPAA, as well as other local, state, federal, regulatory and professional requirements, regarding certification, licensure, quality control and legal issues as required.
- Forecasts changes in health care policy and ensures agency preparedness.
- Understands, values and supports traditional health as a core component of the full mind, body and spirit integration approach to healthcare.

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- In collaboration with the ELT, establishes a patient-centered environment that supports staff, fosters collaboration, enhances growth, improves communication, and strengthens job satisfaction
- In conjunction with the ELT develops the annual operating budget and ensure it is used as an effective management tool.
- Performs special assignments and other duties as required by the CEO.
- Actively participates in and guides internal quality improvement teams. Works with members proactively to drive quality improvement initiatives in accordance with the mission and strategic goals of the organization, federal and state laws and regulations, and accreditation standards.
- At all times demonstrates cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
- Works extremely well under pressure; meeting multiple and often competing deadlines.

Required Knowledge, Skills, Abilities and Other Characteristics

Knowledge Of and Ability to:

- Understanding of business functions such as HR, Finance, marketing etc.
- Demonstrable competency in strategic planning and business development
- Experience in fundraising will be a plus
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS Office
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Aptitude in decision-making and problem-solving State of California and contracting agencies contract/grant budgeting/reporting procedures and requirements.
- Current Health Care sector environment and trends.
- Serve as the coordinator of all operational components between the Chief Executive Officer and the rest of the executive team.
- Workflows connecting clinical and finance
- Census management and maximizing contract performance
- Licensing and Compliance
- New program implementation (From a logistics perspective)
- Understanding Insurance billing is a plus

Education and Experience:

- Undergraduate degree from an accredited college or university; with Master's degree preferred.
- 10+ years of senior management experience with organizations with operations in excess of \$15 million per year and over 100 employees in the health care sector, preferably with a non-profit agency.

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- Managerial experience with non-profit social service and/or health care agency providing services under contract with the State of California and the County of Los Angeles a plus.

Other:

- Must be: Results-oriented, strategic thinker and planner; highly ethical with a high level of integrity; self-motivated; dependable and reliable; detailed oriented; able to interface easily with staff, other senior management personnel and funding sources.
- Must be able to interface easily with staff, other senior and executive management personnel and funding sources.
- Must be able to meet routine office physical demands including climbing stairs, carrying up to 10 pound objects and possessing the dexterity and vision to operate office computers and equipment.

Physical Demands:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Work Environment:

This job will be primarily located at the CLARE | MATRIX offices in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

Conclusion:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature I acknowledge that I have received and reviewed a copy of this job description:

Employee Printed Name and Signature

Date

CLARE | MATRIX is an equal opportunity/affirmative action employer. CLARE | MATRIX does not discriminate because of gender, sexual orientation, race, religion, age or physical, mental or sensory challenges. No qualified applicant will be denied employment solely on the basis of having or not having a prior history of alcoholism or other drug addiction.