



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
britnevr@spiritlakenation.com

Job Title:	Chief Operations Officer (In-House)	Open Date:	September 6, 2023
SL Program:	Spirit Lake Health Center	Close Date:	September 20, 2023

Position Objective:

This position is responsible for the overall management of operations of the health center which includes budget, personnel, office services and management analysis. This position supervises the following departments: Facilities Management, Purchased Referred Care, Business Office, Procurement/Property and Supply, Health Information Management, Information Technology, Compliance. In the absence of the CEO, this position assumes all fiduciary leadership responsibilities normally entrusted to the CEO.

Work is performed and duties are carried out in accordance with established policies, procedures, and Spirit Lake Health Center (SLHC) core values: VALUES.

Major Duties & Responsibilities

- Performs the duties of the CEO in his or her absence.
- Provides leadership and management oversight of all daily activities in the SLHC related to budget, personnel, administration, and performance management.
- Serves as liaison between the CEO, department directors, managers, and other employees on day-to-day matters and special projects; keeps the CEO apprised of critical issues; coordinates and facilitates interdepartmental activities; develops and foster effective collaboration between departments, staff, and external organizations to ensure an integrated approach to providing services.
- Assists the CEO in developing annual budgets, goals, and objectives; shares responsibility for the development of the plan of operations and coordinating corresponding budgets reflecting the volume, revenues, expenses, staffing and capital needs of the organization.
- In conjunction with the CEO and management team, participates in the development and implementation of the mission, vision and values of the organization, including high quality, patient focused health care.
- Responsible for ensuring SLHC policies and procedures are in compliance with federal and state laws and regulations, and prudent management principles, as well as with those external regulatory bodies such as IHS, CMS, GPR, FQHC, AAAHC, HIPPA, OSHA, CLIA and other professional review and standards boards.
- Supervises Facilities Management, Purchased Referred Care, Business Office, Procurement/Property and Supply, Health Information Management, Information Technology, and Compliance; develops policies and procedures.
- Responds to community concerns in the delivery of health services; provides direct customer service to Tribal members to resolve complaints on a wide variety of issues; researches, investigates, and resolves complaints; conducts other investigations and projects as assigned.
- Confers with administrative personnel and governmental and regulatory agencies; represents the SLHC before civic or other organizational groups; attends regular and special Tribal Council meetings.
- Hires, trains, assigns, schedules, directs, supervises, evaluates and disciplines assigned personnel.
- Presents, facilitates and leads assigned process improvement events using team building, data gathering and analysis, problem solving, and project management.
- Ensures responsible medical supply spending practices helps develop budgets and assures that tracking and inventory of supplies and equipment purchases are in compliance with operating budget.

- Analyzes, recommends and supports practices seeking to improve performance on quality measures to engage in work redesign, changes in organization systems, policies and procedures, and quality improvement process within the organization.
- Coordinates with related departments and functions to assure appropriate information flow and understanding of overall process improvement direction.
- Assists CEO in oversight of community outreach programs and may represent organization as a member on community outreach committees/groups within the community.
- Actively seeks grant opportunities, assisting in preparation, application submission and ensuring program compliance and administration occurs once the grant is received.
- Resolves problems related to utilization of facilities, equipment and supplies for the organization.
- Maintains knowledge of the legal requirements and government reporting regulations affecting health service functions and ensures that policies, procedures, and reporting are in compliance.
- Monitors compliance with funding source requirements; ensures that health services are delivered in a manner consistent with funding agencies requirements, applicable laws and regulations and tribal policies.
- Maintains effective, collaborative interdepartmental and external relations.
- Represents the Tribe to health services and leaders locally, regionally and nationally as needed.
- Prepares regular reports for the SLHC Health Board and Tribal Council as directed.
- Promotes and ensures supervisor and clinician department and a positive and effective team environment.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPPA).
- Performs related duties.

Knowledge Required at a level appropriate for this position

- Knowledge and in-depth understanding of health care delivery systems, principles and practices.
- Knowledge of management principles and practices.
- Knowledge of relevant federal, state and local laws, accrediting agency rules and regulations.
- Knowledge of budget preparation and finance.
- Knowledge of the functions and operations of SLHC.
- Knowledge and understanding of various models for care delivery, clinical practice trends, technological changes, health regulatory changes and requirements.
- Knowledge of the economic and labor challenges facing the healthcare industry within the region.
- Knowledge of medical office administration and procedures.
- Knowledge of organizational human resource policy and practice.
- Ability to read and interpret financial statements.
- Ability to identify and resolve problems in a timely manner; gather and analyzes information skillfully; develops alternative solutions; work well in group problem solving situations; and uses reason even when dealing with emotional topics.
- Ability to foster a cooperative and harmonious working environment to maximize employee morale and productivity, and retain focus of providing highest levels of patient satisfaction.
- Skill in project management.
- Skill in strategic planning.
- Skill in establishing priorities, planning, and organizing work.
- Skill in employee management and supervision.
- Skill in dealing with the public.
- Skill in oral and written communication.
- Skill in process improvement and performance management.
- Skill in problem solving, mediating and resolving disputes, and interpersonal relations.

Supervisory Controls

The CEO assigns work in terms of goals and objectives. Work is reviewed through conferences, reports, and observation of health service operations.

Guidelines

Guidelines include state and federal laws and regulations, IHS, CMS, GPRA, FQHC, AAAHC, CLIA regulations, Tribal policies and procedures, directives from the Tribal Chairman or Tribal Council. These guidelines require judgment, selection and interpretation in application. This position assists in the development of SLHC guidelines, policies and strategic plans.

Complexity/Scope of Work

The work consists of varied management and leadership duties. The variety of SLHC operations contributes to the complexity of the work. The purpose of this position is to assist the CEO and Directors plan, develop, implement, and oversees SLHC initiatives and projects and to oversee the management of the SLHC's day-to-day operations. Successful performance ensures the effective and efficient operation of the SLHC and affects the quality of care and patient outcomes.

Contacts

Contacts are typically with co-workers, other SLHC employees, providers, elected and appointed officials, representatives of other health care organizations, representatives of government agencies, business leaders, consultants, patients, and members of the general public.

Contacts are typically to exchange information, motivate persons, negotiate matters, resolve problems, and provide services.

Physical Demands/Work Environment

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The work is typically performed in an office and the noise level in the work environment is usually quiet.

While performing the duties of this Job, the employee is regularly required to sit; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee must regularly lift and /or move light objects. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This position requires travel and operation of a motor vehicle.

Supervisory and Management Responsibility

This position has direct supervision over assigned department heads and other full-time staff. This position uses independent discretion in the performance of duties, and is responsible for formulating, recommending, or implementing policy or controlling SLHC resources, including employees, money, equipment, supplies, or time.

Minimum Qualifications

- Bachelor's Degree in health administration management or other related health field plus three (3) years of progressive administrative experience, preferably within a Tribal or IHS multi-tiered health system, two (2) of which must be at a supervisory level. Post-secondary education or experience which provides the expertise required to perform effectively the functions of the position may substitute for the degree on a year-for-year basis.
- Possession of or ability to readily obtain a valid driver's license issued by the State of North Dakota with a clean driving record.
- Must successfully pass a criminal and background check and a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Chief Operations Officer		
Employment Status:	Full- time position	Supervision	Chief Executive Officer
Salary Range:	DOQ	Manages Others:	yes
Number of Vacancies:	1	Other:	

More detailed job description can be picked up in the Human Resource Department for this opening.

Please Send Application to:

Name:	Spirit Lake Tribe Human Resource Department	Email:	mkeo@spiritlakenation.com or britneyr@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272
Application Procedure	Complete application/Completed resume/Application materials must clearly explain how experience and education related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college graduation/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.		