



**Title: Chief Operating Officer**

**Reports to: President and CEO**

**Classification: Chief**

**Location: Boston**

**Job description revision number and date: V 2.0; 8.14.2023**

**Organization Summary:**

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

**Job Summary:**

Reporting to the CEO, the Chief Operating Officer (COO) is a member of the Executive Team at the organization, and as such, is part of a small and highly skilled team that is accountable to steward the highest-level work of the company through collaboration and teamwork. Like all Chiefs, the COO will be asked to regularly represent the organization to external stakeholders, as well as participating in Governance work as needed.

This position provides leadership, day-to-day management and oversight of the organization's core business operations, including the oversight of clinical operations, operations, practice transformation, and their component parts. The COO serves as a key organizational leader and models collegiality in everything they do, including in interdepartmental workings. The position serves as the primary contact for Senior Operations executives at our partner health centers as well as at our payer and government program partners. The COO also solicits and reinforces constructive and professional relationships with health centers, organizations, companies, and government agencies with which the organization partners and/or sub-contracts with for the provision of high quality and cost-effective health care services.

Given the small nature of the Executive Team, the COO will also serve as an organizational leader in support of all of the organization's strategic goals, directly or as a supportive team member. This might include leading or supporting regular or ad hoc organizational efforts, and/or representing the organization with external stakeholders.

**Responsibilities:**

- In conjunction with the CEO and management team participates in the development and implementation of the mission, vision and values of the organization, including successfully stewarding the organization's strategic plan
- Provides oversight for Clinical Operations; ensures that the functions in this area are appropriately staffed and managed; ensures compliance with all contract functions, acts on needed improvements; works collaboratively inside and outside of the organization to achieve the highest level goals for Clinical Operations

- Provides oversight for Operations; ensures that the functions in this area are appropriately staffed and managed; ensures compliance with all contract functions, acts on needed improvements; works collaboratively inside and outside of the organization to achieve the highest level goals for Operations
- Provides oversight for Practice Transformation, including all of the organization's work in the field and inside health centers; ensures that the functions in this area are acted on needed improvements; works collaboratively inside and outside of the organization to achieve the highest level goals for Practice Transformation and its component parts
- Ensures that the Company is doing everything it can to optimize its operational relationships with all key stakeholders, including health centers and MassHealth, and subsidiary companies
- Maintains a highly integrated relationship with the organization's regulatory and compliance functions to ensure that operations are optimized to maximize regulatory compliance and decrease any risks of compliance concerns
- Participates in the development of long-range strategic plans for the organization
- Responsible for the development of the plan of operations and, in partnership with the CFO, coordinates corresponding budgets reflecting the membership, revenues, expenses, staffing and capital needs of the organization
- Presents, facilitates and leads assigned process improvement events using methods of culture-appropriate team building, team energizing, data gathering and analysis, problem solving, and project management
- Together with colleagues on the executive team and other senior leaders, fosters a culture (through example as well as influence) of constructive and solution-oriented collaboration to define plans of operation as this fast-moving organization continues to take on new business and changes in scope and priorities
- Is a supportive thought partner to all colleagues
- Strikes a good balance between, on the one hand, protecting operational teams and pushing for lower operational risk, and on the other hand having a "can do" approach to inevitable evolution and expansion in the organization's scope
- Ensures that the organization develops and maintains standard operating procedures, business controls and policies & procedures needed to maximize operational performance
- Provides event follow-up to monitor the progress of planned improvement implementation to assure timely action, appropriate management support, and achievement of expected benefits
- Uses appropriate measurement, analysis and evaluation methods to accurately identify and document process improvements
- Supports organizational efforts in seeking grant opportunities, assisting in preparation of applications
- Participates in staff, management and provider meetings, as necessary
- Performs other job duties, as assigned

#### Required Skills:

- Prior experience working with Federally Quality Health Centers is strongly preferred
- Experience working in organizations with a similar non-profit culture is preferred
- Must have excellent interpersonal skills, including communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied ACO-related experience, and the ability to document meticulously



- Must have excellent process improvement skills and be able to understand health center functions, operations and organizational culture
- Ability to manage and supervise various positions
- Solid understanding of information technology and ability to organize, analyze and synthesize complex data from various sources
- Ability to read and interpret financial statements
- Ability to firmly manage, yet also nurture vendor partnerships
- Able to adapt process improvement in accordance with organization objectives. Experience and/or good working knowledge of Six Sigma, Lean, etc. a plus
- Willingness to work flexible hours in order to meet the organization's needs/demands
- Must be able to remain in a stationary position 50-75% of the time

#### Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

#### Qualifications:

- An advanced degree in Business, Public Administration or a related field is highly desired
- A minimum of 10 years of progressively responsible operations and/or administration in the health field is required

***\*\* In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. \*\****