



Employment Opportunity **Chief Operating Officer (COO)**

Company Profile: Health Net of West Michigan focuses on improving health equity in our community by bridging gaps in healthcare to connect individuals with the basic resources that they deserve to live a healthier life. We work primarily with vulnerable populations and take a holistic approach to health by partnering with healthcare professionals, institutions, and non-profit organizations to provide education, accessibility and individualized attention, including physical, mental and emotional support, for the communities in which we work. We are experts at navigating the healthcare system and connecting clients to services that address social needs; we also work at a systems level to lead and participate in cross-sector collaborative approaches to addressing the upstream social determinants of health.

Position: Health Net of West Michigan has been growing steadily and is now seeking to accelerate that growth through the creation of a new position, Chief Operating Officer. Reporting to the Executive Director (ED) and serving as an integral member of the management team, the COO will be responsible for the development of Health Net's business growth strategy and contribute to the development of the organization's strategic goals. In addition to the strategic components, the COO will be charged with developing and implementing more sophisticated policies and procedures both in the finance and general operational realms. We are looking for a seasoned nonprofit leader who is mission-focused, equity-minded, and strategic, with experience scaling an organization, leading a team, and developing a performance culture among a group of diverse, talented individuals. This position will have both internal and external facing responsibilities, ranging from communications and marketing (development of business strategies, framing of key approaches, written products) to administration (finance, contracting, IT, reporting, facilities), and human capital (HR/recruiting, mentoring, career progression). The COO will partner closely with the ED to chart Health Net's future growth and strategic response to an ever-increasing demand for the organization's services. *Detailed job description below, page 2.*

Salary Range: \$75,000 - \$90,000

To apply, please submit cover letter and resume to: careers@healthnetwm.org

Commitment to equity, diversity and inclusion: Health Net of West Michigan embraces the principles of equity, diversity and inclusion. We proudly serve all persons in our community with respect for each person's unique individual and cultural differences. We firmly stand in our commitment to eliminate racism and all other forms of discrimination from our workplace and our community.

Location – Grand Rapids, Michigan: Grand Rapids is a great place to live, work and play. It is the second largest city in the state and is known for its philanthropy. Downtown is safe and clean and surrounded by an eclectic mix of walkable and attractive neighborhoods. With a medical and life sciences industry boom, strong entrepreneurial activity, dedication to green building and living, and innovative employers, Grand Rapids continues to grow and thrive.

Posting Date: May 6, 2019

HEALTH NET OF WEST MICHIGAN
Job Description

Position Title: Chief Operating Officer	
Department: Administration	FLSA Status: Exempt
Supervisor: Executive Director	Approval Date: 5/6/2019

PART I: DESCRIPTION OF POSITION

Position Summary:

Reporting to the Executive Director (ED) and serving as an integral member of the senior management team, the Chief Operating Officer (COO) will be responsible for the development of Health Net's business growth strategy and contribute to the development of the organization's strategic goals. This position will have both internal and external facing responsibilities, ranging from communications and marketing (development of business strategies, community engagement, framing of key approaches, written products) to administration (finance, contracting, IT, reporting, facilities), and human capital (HR/recruiting, mentoring, career progression). The COO will partner closely with the ED to chart Health Net's future growth and strategic response to an ever-increasing demand for the organization's services.

Primary Job Duties and Responsibilities:

Strategy, Vision, and Leadership

- Act as thought partner with Executive Director on organizational oversight and development, change management, and strategic plan implementation
- Share in organizational decision-making, troubleshooting, and crisis management
- Advise the Executive Director and other key members of senior management on financial planning, budgeting, cash flow, investment priorities, and policy matters
- Serve as the finance liaison to the board and audit committee; effectively communicate and present critical financial matters at select board of directors and committee meetings
- Contribute to the development of Health Net's strategic goals and objectives as well as the overall management of the organization
- Maintain continuous lines of communication, keeping the Executive Director informed of all critical issues

Marketing, Communications, and Business Development

- In conjunction with the Executive Director, board and management team, develop and implement a strategic business plan designed to maximize revenue from multiple sources
- Oversee, direct, and organize the work of the communications and marketing team
- Oversee the development, packaging and marketing strategy to promote Health Net's services to multiple entities, including health care systems, community-based organizations, and payers
- Oversee Health Net's brand development and promotion, increase social media presence, advertising, and community awareness of our services

Operations

- Periodically evaluate, update and implement as needed an appropriate system of finance policies, internal controls, accounting standards, and procedures
- Oversee, direct, and organize the work of the finance and operations teams

- Plan, coordinate, and oversee the annual budget process
- Provide analytical support to Health Net's internal management team including development of internal management reporting capabilities
- Oversee and improve as needed administrative and operational accounting services such as assets management, 401k plan, investment accounts, grants payment processing, payroll, accounts payable, and purchasing
- Oversee and manage IT, database and office technology needs

Data and Evaluation:

- Collaborate with staff to ensure data integrity for reporting and making objective, mindful decisions
- Co-lead (with Client Services Director) selection and implementation of comprehensive client data system
- Participate in the development and implementation of an overarching organizational evaluation strategy

PART II: QUALIFICATIONS

Required Education, Skills and/or Experience:

- Passion for the work of Health Net and for working to improve health equity
- Bachelor's and/or Master's degree in public health, public administration, business, finance, or healthcare services, or equivalent related work/life experience
- Experience either as an employee or board member of a nonprofit organization, with demonstrated knowledge of nonprofit operations, including IT, finance, cash flow, accounting regulations, human resources, and contracts
- A minimum of five years of experience in senior leadership/management roles in the nonprofit sector (or related area)
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, Health Net's board of directors, and staff
- Action-oriented, entrepreneurial, and innovative approach to operational management
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed
- Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution
- Energetic, flexible, and collaborative; a team leader who can positively and productively impact both strategic and tactical finance and administration initiatives
- High emotional intelligence, able to easily develop deep, trusting relationships with diverse individuals from many different backgrounds
- Comfort with uncertainty and learning on the go, while keeping the big picture and strategic goals in mind
- Proven ability to work with efficiency, flexibility, and good humor

Desired Characteristics:

- Experience working in healthcare (for or with a health system, health plan, public health department, etc.)
- Experience with staff engagement and motivational strategies
- Knowledge and experience with data analysis and program and system-level evaluation
- Understanding of local politics and nonprofit relationships

- Ability to cope with stressful situations, and to work effectively and efficiently under tight deadlines, high volumes, multiple interruptions, and maintain a calm and professional demeanor
- Past experience managing human resources function including personnel, compensation, and recruiting
- Track record delivering superior results, commanding respect, and assuming leadership roles
- Excellence in organizational management with the ability to coach a senior level staff to manage and develop high-performance teams and develop and implement program strategies
- Proven track record of success facilitating progressive organizational change and development of a growing organization

PART III: SCOPE

Professionalism / Standards of Conduct:

- Demonstrates self-directed, self-motivated, responsible behavior
- Is able to think independently and make sound judgments
- Maintains high level of confidentiality and is non-judgmental
- Demonstrates cultural competency in the daily performance of duties
- Informs supervisor of challenges; seeks guidance as needed
- Is flexible with schedule, tasks and settings
- Supports and cultivates self and fellow team members' growth and development
- Assumes responsibility for continuing education and improvement to enhance skills
- Demonstrates ability to communicate professionally and productively with excellent customer service performance on all contacts internal and external, with attitude and actions that are consistent with the organizational values listed below
- Follows all federal, state, and local laws/regulations and Health Net of West Michigan policies and procedures

PART IV: WORKING CONDITIONS

Physical Demands/Work Environment:

- Employee is regularly required to sit, stand, walk, reach with hands and arms, talk, and hear
- Ability to lift and/or move up to 30 pounds
- High level of stress caused by tight deadlines
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time
- Possible work outside of normal business hours
- The somewhat open floor plan requires the ability to work in an office environment with moderate noise levels and activity

The following organizational values have been identified by Health Net of West Michigan as required of all employees:

- *Acting with compassion, caring, and sensitivity*
- *Honoring diversity and respecting cultural differences*

- *Striving for health equity*
- *Empowering individuals*
- *Educating self and others*
- *Maintaining a positive workplace*
- *Working together to achieve individual and community health goals*
- *Making issues known and offering solutions*
- *Showing respect to others*
- *Acting with integrity*

My signature below indicates I have read and understand this job description and the organizational values.

Employee Signature

Date

Supervisor Signature

Date