
Pathway Health Clinic



Job Title: Chief Operating Officer
Department: Administration
Reports To: Chief Executive Officer
FLSA Status: Non-Exempt
Hours: 27hr a week/ Part Time
Benefits: One week paid vacation

Summary: Reporting to the CEO, the Chief Operating Officer (COO) will be responsible for enhancing the internal organization's processes and infrastructure that will allow Pathway Health Clinic to continue to grow and fulfill its mission, either personally or through subordinate managers.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Human Resources Experience preferred

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.

Exhibit a strong commitment and dedication to the pro-life position and sexual purity.

Agree with and be willing to uphold the Statement of Principle, Statement of Faith and policies of the organization.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Oversees the operations and administration of the organization.

Plans, coordinates, and controls the daily operation of the organization through the organization's department directors.

Meets with organization's department directors to ensure that operations are being executed in accordance with the organization's policies.

Oversee scheduling of all volunteers (for Clinic, mobile unit, outreach events, and fundraisers).

Patient Services:

Maintain accurate patient files and data records. Oversee year-end filing system for patient records according to the legal requirements and Pathway Health Clinic policy.

Financial Management and Oversight:

Support and advise the CEO in decision making upon request.

1830 Hacienda Drive Ste.8, Vista Ca. 92081 (760) 945-4673

www.pathway-healthclinic.com

We are a 501(c)3 non-profit organization. Our tax ID# is 33-0809605

Pathway Health Clinic

**Fund-Raising:**

Assists the CEO or Development Director in the implementation of event planning and execution as needed.

Human Resources:

Manage and oversee the human resource function for Pathway Health Clinic as assigned.

Assists the CEO with recruitment, hiring, and compensation as needed.

Professional training and development, including new employee/volunteer orientation as assigned.

Retention strategies as needed.

Regulatory oversight and legal compliance as needed.

Ensure that the human resource function is properly resourced and represented within the Organization.

Operations:

Assists the CEO in overseeing the risk management and legal activities of the organization by reviewing contracts, leases, and other legal documents and agreements as assigned.

Business insurance: procurement, monitoring and management as assigned.

Information technology: working with the IT department/personnel to ensure ongoing maintenance and updating of information systems and infrastructure, including hardware, software, and other applications as assigned.

Oversee administrative functions for Pathway Health Clinic ensuring smooth daily operations of the center and equipment.

Strategic Planning:

Participates in long-term strategic planning meetings as assigned.

Public Relations:

Works in conjunction with the CEO to promote Pathway Health Clinic to churches, civic organizations, pastors, representatives of the media and the public.

Spiritual Development:

Maintain relationship with pastors and other faith-based organizations as needed.

Supervisory Responsibilities:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, and training employees and volunteers; planning, assigning, and directing work; addressing complaints and resolving problems.

1830 Hacienda Drive Ste.8, Vista Ca. 92081 (760) 945-4673

www.pathway-healthclinic.com

We are a 501(c)3 non-profit organization. Our tax ID# is 33-0809605

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical:

Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Design:

Demonstrates attention to detail.

Problem Solving:

Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management:

Coordinates projects; Communicates changes and progress.

Technical Skills:

Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service:

Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills:

Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication:

Speaks clearly and persuasively in positive or negative situations; responds well to questions; Demonstrates group presentation skills.

Written Communication:

Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork:

Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership:

Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.



Change Management:

Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation:

Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership:

Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People:

Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff/volunteers; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; continually works to improve supervisory skills.

Quality Management:

Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen:

Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness:

Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

Diversity:

Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

Ethics:

Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support:

Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities.

Strategic Thinking:

Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment:

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation:

Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing:

Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism:

Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality:

Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Completes work in timely manner.

Safety and Security:

Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability:

Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality:

Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability:

Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative:

Undertakes self-development activities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation:**

Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Spiritual:

Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord. Agree with and be willing to uphold the Statement of Faith, Statement of Principle, and policies of the Pathway Health Clinic. Exhibit strong commitment and dedication to the sanctity of all human life.

Education and/or Experience:

Bachelor's degree (B.A.) from four-year College or University; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, patients, customers, and the general public.

Mathematical Skills:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Human Resource systems; Internet software; Spreadsheet software and Word Processing software.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pathway Health Clinic



While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

1830 Hacienda Drive Ste.8, Vista Ca. 92081 (760) 945-4673

www.pathway-healthclinic.com

We are a 501(c)3 non-profit organization. Our tax ID# is 33-0809605