

Job Description

Job Title: Chief Operating Officer (COO)

Revised Date: April 30, 2025

Reports to: Health Director

Scope of Authority: The Chief Operating Officer provides strategic oversight and management of all programmatic operations, communications, and public health initiatives. Supervises the Planning Section Manager, Clinical Section Manager, Community Health Section Manager, and other personnel as assigned by Health Director ensuring alignment with organizational goals and standards. The Chief Operating Officer serves as the second in command in the absence of the Health Director.

Fair Labor Standards Act Status: Regular, full time, exempt, DOES NOT qualify for overtime pay.

Two Rivers is an Equal Opportunity Employer

Security/Access: Employee will be issued picture identification and department credit card.

Job Summary: The Chief Operating Officer (COO) is responsible for overseeing the day-to-day operations functions of the department, including public health programs, organizational communications and strategic initiatives. The COO ensures that all programmatic provisions of public health are implemented effectively, aligning with organizational goals, community needs, and regulatory requirements. This position emphasizes performance management, quality improvement, and leadership in supervising key department managers to ensure operational excellence and promote a culture of continuous improvement.

Required Education and Experience:

- Bachelor's degree (BS/BA) in public health, nursing, management, business administration, or related field.
- Five years of supervisory and administrative experience in public health or clinical services.
- Experience in disease investigation, immunization programs, and preventative care.
- Experience with Electronic Health Records, public health surveillance systems, and performance dashboard tools.
- Demonstrated knowledge of quality improvement and performance management principles.
- National Incident Management System (NIMS) compliant within six months of employment.
- Proficient in Microsoft Office and data management applications.
- Valid driver's license and proof of personal driver's insurance. Ability to utilize personal transportation for work purposes.
- Public speaking experience: ability to write and speak effectively
- Ability to operate standard office equipment including but not limited to computers, printers, copiers, scanners, calculators, facsimile machines and telephone systems.
- Ability to travel within the TRPHD seven county service area. Further distances on occasion.
- Ability to work well with diverse groups in the public sector and demonstrate cultural awareness and sensitivity.

Preferred qualifications:

- Five years' experience working as a supervisor in a program working in a community setting
- Master of Public Health (MPH) or related advanced degree from an accredited college or university.
- Experience with accreditation processes and quality improvement initiatives.
- Bilingual (English/Spanish) verbal and written skills.
- Experience in grant writing, program development, program evaluation, and fiscal management.
- Experience as a lead of a complex program; experience in public or private agency
- Experience in implementation/oversight of programs
- Experience with disease surveillance, immunizations, and other preventative diseases.

Duties and Responsibilities:**1. Leadership and Oversight:**

- Supervise program staff, including hiring, coaching, and performance evaluations.
- Provide leadership in planning, implementing, and evaluating programs.
- Develop and maintain policies and procedures to ensure programs quality and staff safety.

2. Performance Management and Quality Improvement:

- Lead performance management and quality improvement initiatives to enhance programs and services for improved outcomes.
- Monitor performance and implement strategies to meet performance management goals.
- Ensure compliance with accreditation and regulatory requirements.

3. Program Development and Implementation:

- Oversee department program development and implementation
- Oversee environmental health regulatory work.
- Manage programs, ensuring equitable access to services.
- Use data to assess population health trends and guide program planning.
- Identify barriers in health care access and assist in elimination of such barriers.
- Create and comply with work plans, reporting requirements, and timelines per grant requirements and/or contracts in an accurate and timely manner. Report to Health Director on progress of program goals and budget.

4. Community and Partner Collaboration:

- Build and maintain partnerships with community organizations and healthcare providers.
- Advocate for public health initiatives and promote public health services to the community.

5. Fiscal and Grant Management:

- Prepare and manage budgets for programs aligning with department financial and strategic goals.
- Identify funding opportunities, develop grant proposals, and ensure compliance with grant requirements.
- Demonstrate sound fiscal accountability.

6. Training and Staff Development:

- Lead workforce development plan development and implementation.
- Lead policy and standard operating procedure development
- Promote team learning and professional growth through training and development opportunities.
- Foster a positive and inclusive work environment.

7. Reporting and Communication:

- Prepare reports on performance management and quality improvement activities.

- Communicate progress and challenges to the Health Director and Board of Health.
- 8. **Emergency Response:**
 - Participate in emergency response activities related to disease outbreaks and public health emergencies.
- 9. **Other Duties:**
 - Participate in organizational committees and accreditation efforts.
 - Represent TRPHD in professional settings and maintain confidentiality per HIPAA regulations.
 - Perform other duties as assigned.
 - Able to work evenings and weekends as needed in fulfillment of organizational priorities.

Basic Skills and Abilities required:

- Strong leadership and team-building skills.
- Excellent written and verbal communication abilities.
- Strategic thinking and problem-solving capabilities.
- Ability to organize and prioritize tasks effectively.
- Physical ability to lift and move up to 50 pounds and perform physical fitness activities as needed.
- Commitment to maintaining a smoke/tobacco-free and drug-free work environment.
- Ability to assure continuing competency of position by meeting continuing education requirements.
- Ability to establish and maintain effective working relationships with coworkers, administrative support organization, elected and appointed officials, representatives of other governmental units, private industry, and members of the public.
- Readily assumes responsibility.
- Ability to communicate effectively and articulate both orally and in writing.
- Ability to think strategically and exercise objective judgement.
- Ability to work in a smoke/tobacco-free and drug-free work environment.

This job description is not intended to be all-inclusive. The employee may perform other related duties as assigned to meet the ongoing needs of the organization.

This position requires a 30 day notice of termination.

I have read the above job description and agree to carry out the responsibilities described therein.

Employee: _____ Date: _____

Health Director: _____ Date: _____