



Vice President For Operations

ABOUT CASA DE SALUD

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

POSITION SUMMARY

The Vice President for Operations will oversee the organization's programs and operations, including the planning, direction, and coordination of organizational activities. This position will ensure a high level of quality of services across programs with a focus on process improvement, strategic plan implementation, and operational efficiency.

POSITION RESPONSIBILITIES

PROGRAM DIRECTION & STRATEGIC INITIATIVES

- Oversee, direct, and implement the organization's programs, including the primary care clinical, Mental Health Collaborative (MHC), and the GUIA case management programs
- Regularly meet with program coordinators/managers to review performance and program targets
- Develop, update, and integrate patient/client engagement procedures that adhere to health literacy best practices
- Review marketing materials and communication channels to support stakeholder engagement
- Communicate and implement the strategic direction and plan

PROGRAM DEVELOPMENT

- Participate in program development activities to support organizational sustainability and growth
- Assist in grant writing
- Oversee grant reporting procedures and implementation
- Assist in program budget allocation
- With CEO, develop and implement new programs and organizational initiatives
- With CEO, develop and maintain partnerships with community and social service agencies, as well as with health care providers and educational institutions

PROGRAM STAFF HIRING & RETENTION

- Recruit, interview, and hire programmatic staff
- Develop, maintain, and update program staff job descriptions
- Maintain up-to-date hiring materials
- Revise, as needed, employee handbook
- Identifies training requirements and develops training programs responsive to professional development needs
- Manage disciplinary processes and termination of staff when appropriate

QUALITY ASSURANCE & IMPROVEMENT

- Monitor organizational-wide quality control activities, such as:
 - Selection and maintenance of electronic medical record software
 - Monitor Daily programmatic calendar (schedules)
 - Ensure high-quality clinical documentation through frequent audits by a pool of volunteers
- Implement policies, procedures, and risk management activities, including:
 - Meeting regularly with Legal Counsel to review policies and procedures
 - Leading Board of Directors Operations Committee monthly meetings
- Other QC activities as required

OPERATIONS

- Work with Saint Louis University's (SLU) Office of Facilities Management to ensure high quality building functioning and operations and overall compliance with regulatory requirements
 - Request keys to ensure building access
- Work with SLU's Information Technology Services and the Facilities Services Division (Parking, Card, and Transportation Services) to request ID badges for staff



Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical and healthcare-related concepts
- Excellent interpersonal and health communication skills
- Strong professional written communication skills
- Marketing, public speaking, and presentation skills
- Project management skills
- Supervisory skills

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English and Spanish
- Bachelor's degree or equivalent experience
- Commitment to working with underserved patient populations
- Proficiency in Microsoft Office 365 and Google Suite software
- Experience with electronic medical record documentation and ability to learn to use Casa's electronic medical record

PREFERRED QUALIFICATIONS

- Master's degree in Healthcare Administration (MHA), Public Health (MPH), Public Policy (MPA), or related fields
- At least 3-years of supervision and management experience

WORKING CONDITIONS

- Work is normally performed in a typical office environment
- Typical work hours include business hours, evenings, and weekends
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

APPLICATION INFORMATION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to info@casadesaludstl.org or 3200 Chouteau Ave. St. Louis, MO 63103.

www.casadesaludstl.org

Learn more about mission and work — www.casadesaludstl.org