Position Description

Exempt

01/25/2021

ARVAC, Incorporated

Freedom House

Chief Operating Officer of Recovery and Wellness Programs

Introduction

The Chief Operating Officer of Health and Wellness Programs provides oversight and supervision to the Admissions Department, Client Service staff, Clinical Supervisor, and Counseling staff, and will assume responsibility for the day-to-day activities and operations of Freedom House. The Chief Operating Officer will also provide oversight and supervise ARVAC Food Bank staff. The Chief Operating Officer of Health and Wellness Programs must alternate being on call during after-hours and weekends.

*The following job junctions are not all-inclusive. Job duties may change as required by needs of the agency. As a supervisor you will assume the responsibility of assuring that all employees working under your direct supervision understand their role in accomplishing the strategic goals and performance measures of the Agency.*

Major Duties and Responsibilities

Chief Operating Officer of Recovery and Wellness Programs is responsible for ensuring best practices are in place to provide the highest quality of services possible to the persons served while safeguarding dignity, respect, and confidentiality of the client. Through leadership and supervision, the COO will work to maintain program excellence and accreditation through the development of a viable interdisciplinary team/partnership. Chief Operating Officer of Recovery and Wellness Programs reports outcomes and grant related information to the COO of Crisis Intervention Programs. The Chief Operating Officer of Recovery and Wellness Programs works closely with the COO of Crisis Intervention Programs to maintain programs that serve all populations and conditions that include but are not limited to mental health, veterans, homeless, substance abuse, etc.

Essential Functions

1. Serves as a member of the leadership team for the Agency; understands and works to meet and exceed the needs of persons served;
2. Assumes overall responsibility for oversight and management; Serves as coach, mentor and positive role model; Holds self and other leaders accountable to the highest standards;
3. Communicates with and reports to the CEO regarding treatment programs, objectives, goals, and outcomes; Understands facility goals for customer satisfaction and strives to meet and exceed these goals;
4. Maintain an efficient team of professionals; implement best practice and promising treatment practices; Ensures employees are professional, meet credential guidelines (as necessary), and are trained and educated sufficiently to meet job duties;
5. Implement an outcomes management system; oversee purchasing, accounting, finance and advertising; reports all finance activities to the CEO; Works with CEO, finance, billing, and compliance teams to assure maximum length of stay and charge efficiency for patients;
6. Works with the CEO and COO of Crisis Intervention Programs to maintain an evidence-based curriculum to uphold ARVAC’s mission to moving individuals to self-sufficient. Assists the Corporate Compliance Officer (CCO) to ensure all program compliance regulations are met at the state, federal, and national accreditation levels; Ensures all client rights, confidentiality, and grievance processes are protected and each client is treated with basic dignity, respect and reasonableness;
7. Provides a climate/culture that encourages and rewards professional development and best practices; Creates a positive work environment;
8. Ensures provision of contemporary equipment and computers to facilitate the completion of job duties;
9. Acts as the internal liaison to connect admissions and clinical functions with administrative functions; interface needs and responsibilities with clinicians; and is externally related to all stakeholders;
10. Assists to prepare an annual report and program evaluation for presentation to the CEO which examines the effectiveness of services based upon a survey of persons served, utilization review; success rates of the program, efficiency of the program, and overall quality improvement activities which have taken place during the year; and advocates for persons served and behavioral healthcare services at the local, state, and national level.
11. Conducts quarterly CARF and compliance inspections and reports recommendations, findings, etc. to the CEO as needed.
12. Provides oversight as it relates to marketing of ARVAC’s mission and programs.
13. Performs other related duties as assigned.

Agency Expectations

1. Adhere to all policies and procedures
2. Maintain absolute confidentiality of all information pertaining to clients, families, and staff and adhere to all HIPPA rules
3. Display a positive and professional image and attitude in all relationships with patients, families, peers and in the community
4. Provide verbal and written performance evaluations for assigned staff members
5. Demonstrate ongoing responsibility of self-education
6. Participate in committees and in the Quality Improvement Plan, Strategic Plan, etc. as requested
7. Participate in safety programs, etc. as requested
8. Conduct staff trainings
9. Encourage staff to make suggestions of improvement of the clinical supervision and clinical services

Physical Requirements\*

Sitting 5-8 hours/day

Standing 1-2 hours/day

Walking 1-2 hours/day

Use of telephone 2-3 hours/day

Working under pressure 3-hours/day

Working rapidly for long periods 4-5 hours/day

Use of keyboard/computer, printer, fax, copier 4-5 hours/day

Position requires close work; finger dexterity; good vision, hearing, oral communication and critical thinking on a regular basis. May occasionally work longer than 8 hours/day.

* Cognitive or Mental Requirements

The following cognitive or mental requirements are necessary on a daily basis: Critical thinking; Reading; Writing; Mathematics; Drawing conclusions from written or computer generated materials; Analyzing data or report information; Creating methodologies for accomplishing a goal; Conducting research; Implementing recommendations by coordinating persons and/or other resources; Developing plans, procedures, goals, strategies, or processes Directing activities of others to accomplish a goal Clear verbal articulation

* Working Environment

Indoors, at a desk or in a vehicle for majority of the day Travel for Transport required Maximum hours per shift are noted Additional Notes This job description is only a summary and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee.  This document is subject to change at any time.

Prerequisite Skills (Candidates for this position will have):

1. Ability to abide by HIPAA and HIPAA Privacy Rule
2. Knowledge of and ability to apply facility philosophy, principles and technology;
3. Ability to demonstrate, and provide examples of, continuous personal development and
4. Familiarity with basic budgeting principles;
5. Knowledge of basic human resource functions;
6. Ability to build and lead cohesive, successful team(s);
7. Excellent communication skills (verbal and written); and
8. Exemplary customer service skills.

Controls Over the Position

The Chief Operating Officer of Addiction and Education Services will work directly under and report to the CEO/Executive Director. Once assignments are given, the incumbent is expected to carry them out with a minimum amount of supervision. Effectiveness is evaluated on the basis of the timeliness, quantity, and quality of work performed.

Qualification Standards

This position requires a minimum of five years management experience; rehabilitation center experience is preferred. Bachelor’s degree in an allied health field, hospital administration, or business administration is required; Master’s degree in above fields is preferred. Experience may be substituted for education requirements.

Staff Signature Date

Supervisor Signature Date

Annual Review Date:

Supervisor Signature:

Annual Review Date:

Supervisor Signature: