

**SAINT ANNE COMMUNITIES**  
**Job Description**

**Campus:** Home Office  
**Division:** Administration  
**Position Title:** Chief Operating Officer  
**Reports to:** Board of Directors  
**Exempt Status:** Exempt  
**Date:** July 2018

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*Our mission is to offer residents a culture of self-respect and dignity in a Christian atmosphere. Each resident is offered individualized, high-quality healthcare that encourages freedom and independence while preserving their dignity and uniqueness as creations of God.*

**General Statement of Duties**

The COO is responsible for the smooth and efficient operation of the company, including management of the profit and loss statement for the business, as well as the related resources associated with the operation. The COO reports directly to the Board of Directors and is head of the company's senior leadership team. In this capacity, the COO carries responsibility for integrating the strategic plan of the organization with the operations. The COO provides management oversight for the development of high-quality, cost-effective, and integrated clinical programs. The COO will exercise management responsibility over the company, ensuring efficient services that are designed to meet the needs of patients, residents, families, public, and staff. This will either be done directly or through delegation of responsibility to the management staff.

**Essential Job Functions**

***Culture and Organizational Development***

- Oversees the development of strategies, initiatives and opportunities to ensure a high level of employee satisfaction, engagement and retention.
- Conducts annual employee engagement surveys
- Maintains a firm grasp over employee morale and provide actionable feedback to the Board of Directors
- Address cultural issues including organizational change, agility, social networking, ethics and values, innovation, customer focus and diversity.
- Ensures that the values of the organization are communicated and understood at all levels, providing clarity as to the expected behavior of all employees and the development of a high performance culture.
- Fosters an open and transparent communication culture to allow for sharing of knowledge, and information.
- Oversees the creation and development of team building programs to enhance sense of collaboration and camaraderie among the staff.
- Develops and implements reward and recognition programs ensuring that all areas of the organization participate.

- May act as facilitator in employee disagreements and assist managers with performance correction as needed.
- Develops and implements effective orientation and onboarding tools and processes for new employees.

***Talent Management***

- Oversee staffing strategies and implementation plans and programs to identify talent within and outside the organization.
- Partner with leadership to build the quality and depth of talent.
- Partner with leadership on the design of performance management processes and systems.
- Provide guidance and support for employee coaching and serve as a resource for employee-related matters.
- Work closely with management to implement learning solutions that focus on specific objectives and performance improvement.

***Leadership Development***

- Provide guidance, direction, and support to Executive Leadership Team.

***Compliance and Operations***

- Serve as designated Compliance Officer
- Responsible for the overall design and administration of the group health insurance and life insurance plans, flexible spending and dependent care programs, COBRA, HIPPA and FMLA, and the 401(k) Retirement Plan. Analyzes existing benefit policies of the organization and prevailing practices among similar organizations to establish competitive benefits programs.
- Assist CFO in negotiating with brokers, agencies and/or insurance companies with respect to premiums, terms and conditions, renewals and modifications of insurance contracts.
- Develop competitive compensation program to ensure consistency and fairness, and provide motivation, incentives and rewards for effective performance.
- Provide direction and oversight for the development and administration of policies and practices to ensure compliance with related legislation, regulations and guidelines and to operate in a way consistent with organizational strategy and culture.
- Oversee compliance with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; and advising management of needed actions.
- Update job knowledge by participating in conferences and educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Carry out all responsibilities in an honest, ethical and professional manner consistent with the mission and values of the organization.

**MANAGEMENT RESPONSIBILITIES:**

- Develops and adheres to agreed upon company budget.
- Maintains department budget within established expectations.

**EDUCATION**

Must possess a Bachelor's Degree in Healthcare Administration, Nursing, Finance, or other relevant field of study.

**LICENSURE**

Candidate must maintain licensure in good standing as a Health Facility Administrator in Indiana.

**OPTIONAL CREDENTIALS**

Certified Nurse Assistant, Certified Dietary Manager, Certified Dementia Practitioner, CPR, First Aid, SHRM, Practical Nurse, Registered Nurse, Lean Six Sigma-Green Belt, Certified Healthcare Emergency Professional (CHEP), Certified Healthcare Safety Professional (CHSP), Certified Emergency Disaster Professional (CEDP), and Fire Safety Management (FSM)

**EXPERIENCE**

Minimum 5 years of senior-level healthcare management experience as either a COO or other administrative leadership role.

**CORE COMPETENCIES AND SKILLS**

1. Outstanding interpersonal skills including the ability to effectively communicate with persons throughout the organization, including clinicians
2. Excellent verbal and written communication skills
3. Ability to understand multiple types of financial and legal documents
4. Ability to motivate diverse groups of employees to accomplish company goals and objectives
5. Commitment to creating and sustaining high-quality healthcare delivery
6. Ability to hold subordinates accountable for organizational goals
7. Ability to make difficult decisions

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**Equipment**

1. Computer, copiers, fax, telephone/voice mail.

**Physical Demands** *(Place x in appropriate box for each item. Add items or notes, if needed.)*

<b>Physical Requirements</b>	<b>Rarely (0-12%)</b>	<b>Occasionally (12-33%)</b>	<b>Frequently (34-66%)</b>	<b>Regularly (67-100%)</b>
Seeing: Must be able to read and use computer				X
Hearing: Must be able to hear well enough to communicate with coworkers				X
Standing/Walking			X	
Kneeling/Squatting		X		
Sitting		X		
Work at computer for long periods			X	
Lifting/Pulling/Pushing 50 lbs		X		
Twisting/Bending			X	
Fingering/Grasping/Feeling			X	

**Working Conditions**

Normal office working conditions apply.

**Expectations for All Employees**

1. All employees will support the organization's mission and vision by exhibiting the following behaviors: excellence and competence; collaboration and innovation; respect; commitment to community; and accountability and ownership.
2. Maintains confidentiality of all information.
3. Adherence to safety measures: assures infection control and standard precaution practices are maintained; uses protective devices when performing tasks according to OSHA, infection control, and universal standard regulations; reports all hazardous conditions; follows fire/tornado/emergency and other safety policies and procedures; keeps work area free of hazards; and follows safety precautions when using equipment and supplies.
4. Participation in mandatory in-service training and essential meetings.
5. Observes Standards of Conduct in job performance.
6. Follows HIPAA guidelines.
7. Maintains positive work atmosphere through behavior and communication in a manner that gets along with residents, families, visitors, co-workers, and management.
8. Regular attendance to ensure care to residents.
9. Recommends changes in office practices and procedures.
10. Flexibility for other assigned tasks.

**NOTE**

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date