



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 553-0836

INTERNAL & EXTERNAL JOB POSTING

POSITION:	Chief Operating Officer
POSTING DATE:	05/21/2025
CLOSING DATE:	Open Until Filled
NUMBER OF OPENINGS:	1
RATE:	DOE
STATUS:	Full-Time/ Exempt
<p>IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED BY THE CLOSING DATE STATED ABOVE.</p> <p>TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT WWW.TRIHCL.ORG</p> <p>PLEASE SEND COMPLETED APPLICATIONS TO HUMAN.RESOURCES@CRIHB.ORG</p> <p>IN ACCORDANCE WITH INDIAN PREFERENCE STATUTES DEFINED IN USC TITLE 25, SECTION 472, PREFERENCE IN FILLING VACANCIES AT TRIHCI WILL BE GIVEN TO QUALIFIED INDIAN CANDIDATES WHO SUCCESSFULLY VERIFY THEIR ELIGIBILITY (BIA FORM 4432, A CERTIFICATE OF INDIAN BLOOD, OR OTHER DOCUMENTATION MAY BE REQUIRED). WITHIN THE SCOPE OF INDIAN PREFERENCE LAWS, TRIHCI DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER CHARACTERISTIC PROTECTED BY LAW IN MAKING EMPLOYMENT DECISIONS OR PROVIDING SERVICES.</p>	



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 791-2585

POSITION DESCRIPTION
CHIEF OPERATING OFFICER (COO)

Reports To: Chief Executive Officer (CEO)/ Principal Investigator (PI)

FLSA Status: Full-Time, Exempt

Revised Date: May 20, 2025

Prepared By: Human Resources

Salary Grade: Starting \$115,000/year, DOE

Board Approval: May 21, 2025

POSITION SUMMARY:

Working closely with and reporting directly to the Chief Executive Officer (CEO)/Principal Investigator (PI), the COO has overall strategic and operational responsibility for TRIHCI program and services and manages key staff leaders. In conjunction with the CEO and leadership team participates in the development and implementation of the mission, vision and values of the organization, including high quality, patient focused health care. This position will provide daily follow up and direction to the Departmental Directors/Managers and assist in the coordination of activities between Departments and the uniform implementation of policies within the Departments. The incumbent is delegated broad authority to plan for and direct the program staff with wide latitude for the exercise of individual judgment, initiative and decision making. Plans, actions, decisions and accomplishments are in concert with the Chief Executive Officer/ Principal Investigator.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides daily oversight of health center operations and direction to Department Directors/Managers.
2. Streamline overall operations for efficiency, quality, and patient centeredness.
3. Collaborate with providers and staff towards operational improvements, meeting accreditation and regulatory standards.
4. In conjunction with the CEO, CFO, Medical Director and members of the leadership team, develop annual operating plans and corresponding budgets including staffing and other needed operating resources to achieve projected patient volumes.
5. Assists CEO and leadership team in new clinical program development, ensuring participatory decision making and appropriate design and implementation.
6. Works with the Chief Executive Officer (CEO) to advance the organization's Strategic Plan, the implementation of new services and facility expansions. Supports innovative technology initiatives that aim to enhance the delivery of patient care and create an effective organization.
7. Assists the CEO with facility expansions, property acquisitions/transactions.
8. Analyzes, recommends, and implements practices seeking to improve operating performance at various organizational levels. Engages in practice redesign, implementing required changes within the organizational system, policies and procedures, and the workflow processes.
9. Seeks and evaluates process improvement data, materials, and methods to match specific organizational needs and adapts them to use in the execution of process improvement events.
10. Presents, facilitates, and leads assigned process improvement events using appropriate team building, team energizing, data analysis, problem solving, and project management methods.
11. Provides event follow-up to monitor the progress of planned improvement implementation to ensure timely action, appropriate management support, and achievement of expected benefits. Uses appropriate measurement, analysis, and evaluation methods to accurately identify and document process improvements.

12. Coordinates with related departments and functions to ensure appropriate information flow and understanding of overall process improvement direction. Work side by side with the leadership team in developing transformational strategies in the adoption of process improvement and guide staff in the implementation and execution of process improvement tools and methods.
13. Develops a talented and motivated staff by ensuring engagement and satisfaction, while ensuring optimal efficiency and accountability.
14. Provides the Chief Executive Officer/Principal Investigator with regular and systematic reports on program implementation and management concerns for review and finalization.
15. Oversees the development and implementation of internal policy and procedure manuals.
16. Assists Department Directors/Managers in the acquisition of resources necessary to efficiently and effectively achieve objectives.
17. Provides liaison between the CEO/PI and Department Directors/Managers.
18. Provides staff support to regularly scheduled inter-Departmental meetings.
19. Oversees the development and distribution of a historically accurate record of all regularly scheduled inter-Departmental meetings.
20. Assures compliance with all contract and grant objectives and deliverables resulting from private, local, state and federal agreements.
21. Managing, supporting and implementation of grant requirements for the organization.
22. Monitor paperwork and other related documents connected with grant-funded programs.
23. In the absence of the CEO/PI, the COO will be responsible for carrying out day-to-day operation requirements.

Additional Responsibilities may include:

- a) Participation in all required staff meetings.
- b) Performing of duties or other related responsibilities as needed and assigned.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Demonstrate excellent interpersonal and communication skills and the ability to interact effectively with a wide variety of individuals and diverse populations.
2. Knowledge of 638 or IHS Contracting Program and organizational structure, tribal involvement, budget administration, program analysis and support services to develop solutions to managerial and administrative problems.
3. Ability to consistently exercise discretion and independent judgment.
4. Possess the ability to perform well in group problem-solving situations and use reason even when dealing with highly emotional topics.
5. Possess the ability to deliver effective training and presentations on technical subjects to large and/or small groups of various educational and cultural backgrounds.
6. Ability to establish and maintain effective relationships with and gain confidence and cooperation of supervisors and managers on difficult issues.
7. Skill in applying complex fact-finding, analytical and problem solving methods and techniques.
8. Skill in analyzing and interpreting the qualification standards, the OPM (Office Of Personnel Management) classification standards, HIPAA Policy and Standards, 638 Self-Determination Contract regulations, State of California and Federal Personnel regulations for program continuity.

9. Ability to demonstrate basic levels of computer literacy, with functional understanding of Microsoft Windows Operating Systems in an office setting.
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SUPERVISORY DUTIES: (IF ANY)

1. Must have 3-5 years minimum progressive supervisory experience.

EDUCATION AND/OR EXPERIENCE:

1. A bachelor's or master's degree in health care related field, such as health care administration, nursing, business administration, public health, health sciences, social work. LVN, RN, Nurse Practitioner (NP), Physician Assistant (PA), LCSW/LMFT/Psychologist, any practicing or non-practicing clinician/ physician with advanced degree is also acceptable.
2. Minimum of four years executive/senior level leadership in healthcare services and documented experience managing health care systems such as: tribal health/Federally Qualified health Center (FQHC)/ safety net clinics/rural health/ non-profit health care/outpatient ambulatory health center/primary care clinics. A master's or advanced degree may be compensated for experience.
3. Demonstrated ability leading change, forward thinking, and building high functioning teams.
4. Analytic and decisive decision maker and excellent project management skills.
5. Strong knowledge of healthcare administration systems.
6. Ability to lead organizational transformation projects.
7. Strong knowledge of grant and grant management.

CERTIFICATES, LICENSES, REGISTRATIONS:

1. Possess a Valid California Driver's License and be insurable with the Tule River Indian Health Center Inc. insurance agency.

PREFERRED QUALIFICATIONS AND CONTINGENCIES:

1. TRIHCI maintains a drug and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical and TB test, and verification of each candidate's right to work in the United States.
2. A valid California Driver's License and be insurable with the Tule River Indian Health Center Inc. insurance agency.
3. All candidates for the Chief Operating Officer position must have acceptable work history if previously employed with the Tule River Indian Health Center, Inc., Tule River Tribe and/or Tribal Entities.
4. Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, US Code, Sections 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

Physical Work Environment: *The description provided here is representative of those conditions in which the Chief Operating Officer will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Chief Operating Officer is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Chief Operating Officer will move throughout the health center to meet with supervisors and co-workers, but maintains limited direct patient/client contact. Consequently, the Chief Operating Officer must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Possess the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 10 lbs. repeatedly and up to 25 lbs. intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, and toxicants found on-site.

Disclaimer: *This position description lists the major duties and requirements for the Chief Operating Officer position as established by subject-matter experts at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.*

Employee Affirmation: *I have thoroughly read the attached position description for the position of Chief Operating Officer. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

Employee Name (Print)
Employee Signature
Date