



JOB DESCRIPTION

JOB TITLE:	Chief Executive Officer		
REPORTS TO:	Board of Directors	FLSA STATUS:	Exempt
DEPARTMENT:	Administration	CLASS:	Non-Union
FTE:	Full-Time	REVISION DATE:	4/11/2022
IS THIS A SUPERVISOR/MANAGEMENT POSITION?	Yes		

SUMMARY:

Based on Gardner Health Services (Gardner) Board of Directors guidance and established policies, the Chief Executive Officer (CEO) is directly responsible to Gardner's Board for the overall management and performance of Gardner, including the development and implementation of the vision for the organization in collaboration with the Gardner Board of Directors, collaboration and advocacy at the Federal, State, County and local level with Governmental, and other non-profit and corporate entities; marketing, fund development, and outreach activities; compliance and quality assurance activities; oversight of eight (8) health centers, two (2) specialty service centers, and two (2) mobile units in Santa Clara and San Mateo counties; development and refinement of its service programs; control over budgeting and financial planning; Federal HRSA 330, State, County, and local contract/grant compliance; accounting and fiscal management; negotiation and implementation of Bargaining Unit Contracts with AFSCME, SEIU 521, and UAPD; Federal 330, State, County and local grant applications; development and oversight of facility and capital improvement projects, funding and implementation strategy; recruitment, selection, and evaluation of the Senior Management Team.

ORGANIZATION DESCRIPTION:

Gardner Family Health Network, Inc. (GFHN) dba Gardner Health Services (GHS) is an \$80 million dollar, 501(c)(3) non-profit comprehensive health care corporation rooted in social justice advocacy that was established in 1968 by community activists, the Catholic Church, Stanford medical students and other community members in Alviso and in 1971 the "Gardner" community of San Jose. The Corporation has eight (8) health centers, two (2) specialty service centers, and two (2) mobile units in Santa Clara and San Mateo counties. Our mission is to provide high quality, comprehensive medical and mental healthcare, including prevention and education, early intervention, treatment and advocacy services which are affordable, respectful, culturally, linguistically and age appropriate. Services provided include: Family Practice, Pediatrics, Internal Medicine, Women's Health/OB-GYN, Podiatry, Chiropractic Care, Integrated Behavioral Health, Optometry, Dental, Pharmacy, and Healthcare for the Homeless Project, WIC, a variety of substance abuse programs, a drinking driving program, and a plethora of Specialty Mental Health service lines and programs.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

1. **Community/Partnership Focus:** Seeks partnerships that help achieve the organization's mission and vision and improve community health to include but not limited to:
 - Social Justice Advocacy to address the health care disparities and inequalities that exist for the predominately low-income Latino community served which is integral to Gardner's mission, improving the lives of our patients, community, and the development and growth of the organization.



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- Work collaboratively with Federal, State, County and City Governmental organizations, non-profit organizations, institutions, corporations and individuals; including elected public officials, patients/clients and community groups to implement the mission of the organization to include but not limited to:
 - Health Resources Services Administration (HRSA)
 - Department of Health Care Services (DHCS)
 - County of Santa Clara
 - Valley Health Plan (VHP)
 - Santa Clara Family Health Plan (SCFHP)
 - City of San Jose
 - National Association of Community Health Centers (NACHC)
 - California Primary Care Association (CPCA)
 - Community Health Partnership of Santa Clara County (CHPSCC)
 - Behavioral Health Contractors' Association (BHCA)
 - Silicon Valley Council of Non-profits (SVCN)
 - Lucile Packard Children's Hospital
 - School of Arts and Culture (SOAC), including the Si Se Puede Collective
 - American Leadership Forum (ALF)
 - ALF-La Comunidad for Justice
 - Race Equity Action Leadership
 - REAL Coalition
 - Sacred Heart Community Service
 - Catholic Charities of Santa Clara County
 - Silicon Valley Leadership Group (SVLG)
 - Healthier Kids Foundation
 - Working Partnerships USA
 - People Acting in Community Together (PACT)
 - Services, Immigrant Rights & Education Network (SIREN)
 - Represents Gardner, in person or through correspondence, in affairs involving government agencies, health care organizations, community groups, voluntary agencies and the public at large.
 - Adept at developing partnerships for the delivery of care, services and programs provided to the low-income community including those services addressing the social determinates of health.
 - Ability to work, interact, effectively communicate and collaborate with a wide range of individuals to include but not limited to low-income patients, the homeless, the chronically mentally ill, clinicians, community workers, staff, elected public officials, Governmental agencies, grantors, foundations, corporations, non-profit organizations, etc.
2. **Board Relations:** Keeps the Board well-informed of important developments and issues:
- Ensures a positive working relationship with the Board founded on honesty, trust, and collaboration.
 - Ensures continuous education for the Board on issues and topics important to ensure effective, evidence-based governing leadership.



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- Collaborates with the Board to:
 - Set the strategic direction and vision for the organization through the development of a Strategic plan that includes staff participation. Communicates and leads the implementation of the strategic plan in a manner consistent with the organization's mission to.
 - Ensure the financial viability of the organization.
 - Ensure sound operational practices and human resources program.
 - Recommends and implements Gardner Board policy and is responsible for the negotiation, execution and administration of all contracts and programs, as delegated by the Gardner Board of Directors to include but not limited to:
 - Employee employment contracts, as applicable.
 - Health Resources Services Administration (HRSA) 330/Healthcare for the Homeless grant contract and requirements.
 - State of California Prospective Payment Systems requirements.
 - State of California Women, Infant's and Children's (WIC) contract.
 - County of Santa Clara Specialty Mental Health, Primary Care Access Program (PCAP) and other contracts (approximately 38 contracts).
 - Local agreements, agreements with other healthcare facilities lease agreements, etc.
 - Bargaining Unit contracts with the American Federation of State, County and Municipal Employees (AFSCME); Service Employees International Union 521 (SEIU 521); and the Union of American Physicians and Dentists (UAPD).
 - Ensures compliance with all Federal, State, County and local laws, regulations and requirements.
 - Ensures the implementation of a Continuous Quality Improvement (CQI) program.
 - Facilitate the recruitment and maintenance of a patient (user) majority Board reflecting the demographics of the patients served.
3. **Financial Leadership:** Sets the tone for financial discipline and the importance of financial balance to achieve the mission and vision:
- Provides focus on the current and future financial performance of Gardner.
 - Is well-versed on the overall budget, to include cash flow, revenue, income, expense, and endowment; ensures adequate internal systems are in place to protect the organization's financial health.
 - Explores opportunities to strengthen the organization's financial position and organizational growth and development.
 - Ensures an annual audit of financial operations, with a careful and thorough review by the board.
 - Understanding of Cost based principals and managed care principals with County of Santa Clara, State Prospective Payment System and knowledgeable of Health Resources Services Administration 330 program requirements and processes.
 - Responsible for negotiating and implementing Bargaining Unit contracts with AFSCME, SEIU 521, and UAPD.

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4. **Operations Management:** Assures that the organization has suitable systems, policies, processes and personnel for all aspects of operation:
 - Responsible for meeting regulatory requirements, applicable to ambulatory health centers. These include Department of Health and Human Services, State Department of Health, local regulations and standards as they apply to fire, life, safety, and health licensure requirements.
 - Plans and implements the systematic and coordinated delivery of comprehensive health care services for the services identified above and other services that may be developed.
 - Encourages and develops innovative approaches to provide effective and efficient service.
 - Develops implements and maintains an ongoing Compliance and Continuous quality Improvement (CQI) programs.
 - Administer an effective Human Resources/Employee Relations program.
 - Administer an effective Fund Development, Marketing, Communications and Outreach program to include the organization website.
 - Develops and maintains a table of organization reflecting actual lines of communication and accountability.
 - Oversee and implement expansion and capital improvement projects including financing associated with development projects.
5. **Leadership Team and Development:** Recruits and develops a cohesive leadership team to implement organizational goals and strategies; holds leaders accountable for achieving performance goals; develops future leaders within the organization and values; ensures that short-term and long-term goals and priorities are communicated and well-understood by the board.
6. **Leadership and Culture:** Provides focused and effective leadership that ensures commitment to the organization's mission and vision; earns and maintains respect of partners, employees, and the Board; sets an organizational tone that attracts, retains, motivates, and develops a highly qualified workforce.
7. **Serves as Change Agent:** Embraces the transformation occurring in healthcare delivery and financing; thinks innovatively; seeks and values the opinions of others; continually seeks new information and perspectives.
8. **Ethics:** Combines strong ethical judgment with technical and management skills; exhibits values of fairness, honesty and compassion.
9. Additional duties as assigned by the Board of Directors.

REQUIREMENTS/QUALIFICATIONS:

1. Education: Master's Degree or equivalent experience in healthcare, business, public health administration or related field, required.
2. Experience: Requires five (5) years' of experience in progressively more responsible managerial positions in healthcare, including experience with administration of managed care health plans. Minimum of five (5) years' experience as Chief Executive Officer (CEO) or Operations Officer of a health/managed care organization.
3. Knowledge or experience in complex budgetary and audit processes, including financial reporting.



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4. Knowledge or experience, including laws and regulations, related to effective organization and personnel management.
5. Knowledge or experience related to the delivery of healthcare services to a diverse cultural and socioeconomic population.

LANGUAGE:

1. Fluent reading, writing, and speaking in English, required.
2. Fluent in Spanish is highly preferred.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to fingers, handle, or feel objects, tools or controls, reach with hands and arms, balance, stoop, kneel, crouch or crawl, talk or hear.
- Ability to sit at a desk or computer terminal for 5-7 hours daily.
- The employee may occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Works inside and outside including motor vehicle travel between sites.

EQUAL EMPLOYMENT OPPORTUNITY:

It is the policy of Gardner Health Services to provide equal employment opportunity to all people without regard to race, color, ancestry, religious creed, national origin, disability, medical condition, gender, age, sexual orientation, or marital status.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT

Employee Name: _____
(Print Name)

Employee Signature:	Date:
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A copy of this job description will be added to the employee's personnel folder.