



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**

CHIEF OPERATIONS OFFICER

San Mateo Medical Center | \$224,036.80 - \$280,030.40 Annually

SAN MATEO COUNTY MEDICAL CENTER

San Mateo Medical Center (SMMC) is an integrated County-run health care delivery system, focused on the needs of the underserved. SMMC serves as a key provider within the Health Plan of San Mateo's (HPSM) public/private network.

San Mateo County is known for its innovation and leadership on many public policy challenges facing local communities, and it expects to continue this role in the health care arena. The County is committed to its role as a public safety net provider, with emphasis in ambulatory care that embodies a chronic disease management model, a strong and robust behavioral health and recovery services system, and an integrated long-term care system that strives to support older adults and persons with disabilities in the least restrictive settings.

Our mission of partnering with patients to provide excellent care with compassion and respect, relays our core focus. At SMMC, we lead by example and use LEAP (Learn, Engage, Aspire, Perfect), as our performance improvement philosophy and methodology to reach greater heights of patient experience and staff engagement. From our most seasoned professionals to our newest team members we strive to achieve a culture in which everyone can step forward to offer their ideas to best serve our patients. Services are designed to meet the needs of the community and are delivered in a culturally sensitive manner.



THE POSITION

The Chief Operations Officer (COO) will plan, organize, direct, coordinate, and evaluate all the operations of San Mateo Medical Center (SMMC); advise the Chief Executive Officer on the development and implementation of the Medical Center systems, policies, and strategic planning; and coordinate the operations through facilitation of the work of the executive management team. The Chief Operations Officer reports directly to the Chief Executive Officer and serves as a member of the Senior Management Team. The incumbent will exercise direct and indirect supervision over Ambulatory Services, Laboratory, Pharmacy, Radiology, Rehabilitation, Food and Nutrition Services, and Environmental Services, and assigned managerial, professional, technical, and clerical staff, as well as work with the Chief Medical Officer, Chief Nursing Officer, Chief Quality & Experience Officer, and Chief Financial Officer to coordinate the optimal delivery of medical services at San Mateo Medical Center.

The Chief Operations Officer is the primary liaison to several county departments including the Department of Public Works and the Sheriff's Office.

San Mateo Medical Center is involved in several long-term building projects including the construction of a new administrative building at the 39th Avenue campus and a new clinic facility in South San Francisco. The Chief Operations Officer is the primary San Mateo Medical Center representative in the planning of the projects.



THE IDEAL CANDIDATE WILL HAVE:

- Significant experience in overseeing operations in a public health system
- Knowledge of the principles and practices of health care administration, including trends in health care policy, treatment, research, education, licensing, and accreditation
- An understanding that public systems must function in new and innovative ways, must exceed quality standards and benchmarks, must work closely with other partner hospitals and clinics to assure continuity of care, must strive to develop a seamless integration with the County's other health-related programs and departments, and must balance clinical needs with efficient operations
- The ability to thrive as part of a leadership team that is focused on developing and sustaining a health care delivery system that targets the most underserved in the community
- Knowledge of LEAN/LEAP leadership philosophy and improvement methodologies and its application in a health care environment
- A willingness to learn new leadership techniques while participating in the building of a principle-based leadership culture at San Mateo Medical Center
- Familiarity with the principles of financial and budget administration in a public hospital setting, including medical care reimbursement
- Experience working with organized labor and within civil service environments, preferably



EXAMPLE OF DUTIES:

- Plan, organize, direct, and evaluate organization-wide operations of the San Mateo Medical Center, especially in monitoring and improving operational efficiency and patient flow across the continuum of care, both within and outside the Medical Center
- Manage and coordinate the development and maintenance of the annual budget including justification of personnel, space allocation, and maintenance, and capital improvement projects
- Oversee the full compliance with applicable standards for the licensure and accreditation of the hospital by exercising management audit and control consistent with applicable laws, organizational policies, procedures, and programs
- Provide effective leadership and personnel administration to ensure a competent and productive labor force, and select, assign, direct, and evaluate the performance of subordinate managers, supervisors, and staff
- Serve as the executive champion for staff engagement activities
- Manage current and future space planning at all San Mateo Medical Center facilities
- Maintain effective working relationships with the professional staff of the Medical Center by collaborating on activities and policy matters of mutual concern
- Meet regularly with Medical Center department managers to interpret policy and direct staff in new procedures or in the modification of existing procedures, and evaluate administrative studies designed to improve operating procedures and solve workload problems
- Develop mutually cooperative relationships with private sector health care providers, government agencies, community groups, news media, educational institutions, professional associations, and the public in general
- Maintain the Medical Center's physical resources by planning for, providing, and maintaining necessary equipment and safe, secure, clean facilities for consumers of health care services; and recommend improvement of hospital facilities, including construction or renovation of structures and purchase of new equipment
- Direct the preparation of statistical reports required by the CEO, federal, state, and County agencies and/or licensing and accrediting agencies



A scenic view of a city with mountains in the background and a dense forest in the foreground. The city buildings are visible through the trees, and the mountains are in the distance under a clear sky.

QUALIFICATIONS

The strategic thinker and champion of employee engagement we seek will have or be in pursuit of a master's degree in Management, Public Administration, or Health Care Administration, or other health-related fields and five (5) years of increasingly responsible experience in a health care organization performing a variety of duties related to administration and management, or a combination of such education and experience.



SALARY

The annual salary range
for this position is:
\$224,036.80 - \$280,030.40

BENEFITS:

The County offers an excellent benefits package that is available to spouses, domestic partners, and other dependents. For further details, please visit <https://hr.smcgov.org/Management-Benefits-At-A-Glance>.

- **Retirement:** A choice of three (3) County Retirement System plans and health benefits for retirees
- **Insurance:** Choice of three (3) medical and two (2) dental plans with the majority of the premium paid for employee and eligible family members plus Flexible Spending Account option. The vision care plan is fully paid for employee and eligible dependents. The County provides \$50,000 of Basic Life Insurance
- **Additional Insurance:** Family Death, Disability, and Supplemental Life Insurance policies are available to employees. Long-Term Disability benefits fully paid by the County
- **Vacation:** Employees receive 13 paid days a year for the first 5 years of service. Additional days are added with increased years of service
- **Administrative Leave:** Management employees accrue 130 hours per year to use as time off. In April of each year, employees can convert 50% of their then current Administrative Leave hours balance for a cash payment
- **Other Benefits Include:** Biweekly Transportation Allowance, Employee Health & Fitness Programs, Commute Alternative Program, Employee Assistance Program, Dependent Care Assistance Plan, First Time Home Buyer Program, Deferred Compensation, Tuition Reimbursement Program, and an internal Coach to help insure success in the position.





SAN MATEO COUNTY

San Mateo County is in the heart of the San Francisco Peninsula, offering a wide range of recreational pursuits, economic opportunities, and numerous attractions. The 700,000 residents of the County enjoy a diverse, multi-cultural citizenry, cosmopolitan ambiance, temperate climate, clean air, rural open space, and a geographic location in the heart of the San Francisco Peninsula.

RECRUITMENT SCHEDULE

Recruitment Closing Date: July 23, 2019 at 11:59 PM

Application Screening: Week of July 29, 2019

Panel Interviews: August 19 and/or 20, 2019

HOW TO APPLY

To apply for this exciting career opportunity, the following two questions must be answered using the County's online application system and submitted by 5 PM on July 23, 2019. Applicants must also upload their resume and a cover letter to the online application.

SUPPLEMENTAL QUESTIONS

- 1) Describe your professional background and how it prepares you for the position of Chief Operations Officer. Please include an organization chart and discuss the scope of your responsibility, level of authority and management experience.
- 2) Describe one specific situation that best reflects your leadership experience in successfully collaborating with diverse interest groups and community stakeholders.

Apply online at <https://jobs.smcgov.org>

For questions, please contact:

Chet Overstreet, Talent Acquisition Manager (Interim)

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COUNTY OF SAN MATEO

